

5.2 PERSONNEL

PURPOSE

- P1. To recruit, hire, and retain qualified personnel to carry out all program components.
- P2. To ensure that staff work in an environment that is fair and non-discriminatory.

REQUIREMENTS

R1. Organization and Staffing

- a. Center operators and OA/CTS contractors shall:
 - 1. Develop and submit a staffing plan (organizational chart) to the Regional Office for approval within 90 days of contract award.
 - 2. Submit current position descriptions for Regional Office approval within 90 days of contract award.
- b. Agency operators shall develop and submit a staffing plan (organizational chart) to the National and Regional Offices annually.

R2. Staffing Ratios

Center operators shall comply with the following staffing requirements:

- a. The staff to student ratio for instructional and training activities shall be 1:15, unless otherwise authorized by the Regional Office.
- b. Staff to student ratios for nationally contracted training programs shall be in accordance with contract provisions.
- c. Minimum staffing levels for health programs are specified in Exhibit 6-5 (Minimum Staff Requirements).
- d. All other staffing levels shall be based on center configuration and approved by the Regional Office.

R3. Personnel Policies

Center operators and OA/CTS contractors shall:

- a. Develop and implement personnel management policies to include staff hiring, supervision, evaluation, conduct, and disciplinary procedures.
- b. Define standards for acceptable and non-acceptable behavior between students and staff that protect individuals from exploitative, coercive, and traumatic experiences. Ensure that center rules for acceptable and non-acceptable behavior are equally understood and applied to all staff. These rules, which should be included in the employee handbook, should provide a clear explanation and rationale for appropriate and inappropriate behavior, and identify the consequences for unacceptable staff behavior. Staff should know the legal consequences of unacceptable behavior, if applicable.
- c. Establish labor management relations in accordance with agency guidelines for federally operated centers, and in accordance with the provisions of the National Labor Relations Act for contractors. The U.S. Department of Labor shall not undertake conciliation, mediation, or arbitration of organizations, nor may Job Corps pay legal or other fees generated by such disputes as direct costs against contracts.

R4. Staff Qualifications

- a. Center and OA/CTS contractors shall ensure that all staff hired meet the minimum qualification levels specified in Exhibit 5-3 (Minimum Staff Requirements).
- b. Center and OA/CTS contractors shall request written approval or waivers from the regional director for the following:
 1. Hiring of staff who do not meet minimum qualifications as specified in the approved position descriptions in which case a professional development plan must be submitted and updated annually
 2. Hiring of relatives of current staff members
 3. Appointment, continued assignment, or change in employment status of the center director, project director, or senior staff (i.e., all supervisory personnel who report directly to the center director)
 4. Where there is a need to pay individuals at rates higher than indicated in the approved salary matrix
- c. Regional Offices shall not grant a waiver if it would negatively impact the center's ability for accreditation or its ability to produce high school graduates.

- d. Agency operators shall advise the regional office of changes in employment status of center directors and senior staff.

R5. Staff Coverage

Center operators shall provide for coverage of staff absences for those positions with direct staff/student interaction. Use of students for this purpose is prohibited. All substitutes shall be trained in safety procedures.

R6. Staff Performance Appraisal

Center operators and OA/CTS contractors shall develop a staff performance appraisal system that allows for documentation of staff competence to include:

- a. Maintaining staff requirements specified in Exhibit 5-3
- b. The areas listed in Exhibit 5-4
- c. Staff's modeling and support of career development goals, the zero tolerance policy, appropriate social and employability behaviors and intervention techniques, and student placement efforts.

R7. Equal Opportunity/Civil Rights

Center operators and OA/CTS contractors shall:

- a. Provide equal opportunity for all employees without regard to race, religion, color, national origin, gender, citizenship, disability, political affiliation, or belief. Sexual harassment is prohibited in Job Corps. Discrimination is prohibited in all contracts, grants, and programs funded by the Department of Labor.
- b. Provide prompt, fair and impartial consideration of discrimination or other civil rights complaints through an established and approved grievance system.
- c. Submit an affirmative action plan to the Regional Office for approval within 90 days of contract award in accordance with Appendix 602 (Civil Rights, Non-Discrimination, and Claims).

QUALITY INDICATOR(S)

- Q1. Staff display appropriate behavior and demonstrate appropriate interpersonal skills and are able to work effectively with applicants, students, employers, co-workers, and the public.
- Q2. Students perceive that staff are caring and responsive to their needs.