

QUALITY PRACTICE STANDARD FOR SUPPORT STAFF

Background

This Administrative Procedure sets out four (4) Quality Practice Standards for the evaluation of all support staff. The standards are: Job Knowledge, Organization and Personal Management, Teamwork and Professional Attributes.

It is acknowledged that the duties and responsibilities for support staff will vary depending upon the position, school and/or department. Specific responsibilities are to be embodied in a job description and incorporated with the evaluation process.

Procedures

1. Quality Practice Standard: Job Knowledge

A support staff employee demonstrates highly relevant job knowledge and experience in their area of responsibility and displays the desire to master their job.

- 1.1 The employee demonstrates knowledge in their area of responsibility. The employee:
 - 1.1.1 Thinks critically and acts logically to evaluate work situations, solve problems and make decisions.
 - 1.1.2 Uses technology, instruments, tools and information systems effectively.
 - 1.1.3 Accesses and applies specialized knowledge from various relevant sources.
 - 1.1.4 Contributes to the decision making process.
- 1.2 The employee displays the desire to master their job. The employee:
 - 1.2.1 Participates in professional development activities.
 - 1.2.2 Develops, implements and completes an annual professional growth plan.
 - 1.2.3 Learns new skills and applies them effectively.
 - 1.2.4 Is involved in professional development and has a commitment to career long learning.

2. Quality Practice Standard: Organization and Personal Management

A support staff employee demonstrates a combination of skills, attitudes and behaviours in providing effective and efficient service to clients/students in a safe environment.

- 2.1 The employee demonstrates organizational and planning skills. The employee:
 - 2.1.1 Plans and manages time, money and other resources to maximize the quality of completed projects/jobs.
 - 2.1.2 Demonstrates initiative and persistence toward the accomplishment of projects/tasks.
 - 2.1.3 Fulfills duties and responsibilities in a manner that is precise, accurate, and of excellent quality.

- 2.1.4 Meets deadlines.
- 2.1.5 Demonstrates flexibility within a changing work environment.
- 2.1.6 Is punctual.
- 2.1.7 Is accountable to all education stakeholders for actions taken.
- 2.2 The employee demonstrates commitment to client/student service. The employee:
 - 2.2.1 Demonstrates a client/student service orientation.
 - 2.2.2 Deals with clients/students in a professional manner.
 - 2.2.3 Identifies and suggests ways to improve service.
- 2.3 The employee demonstrates commitment to creating a safe work place. The employee:
 - 2.3.1 Maintains required standards of safety.
 - 2.3.2 Knows and follows safety rules and procedures.
 - 2.3.3 Takes safety into consideration when making decisions.
 - 2.3.4 Regularly audits work procedures and habits.
 - 2.3.5 Knows the correct operation procedures of safety equipment.
 - 2.3.6 Keeps work areas clean and orderly.
 - 2.3.7 Reports unsafe acts or conditions.

3. Quality Practice Standard: Teamwork

A support staff employee works collaboratively to achieve the best results for the organization.

- 3.1 The employee facilitates effective communication and team skills. The employee:
 - 3.1.1 Understands and contributes to the Division goals.
 - 3.1.2 Plans and makes decisions with others and supports the outcomes.
 - 3.1.3 Shares relevant information to contribute to the smooth operation of the organization.
 - 3.1.4 Respects the thoughts and opinions of other team members.
 - 3.1.5 Responds positively to supervisor's directions.
 - 3.1.6 Reports to the supervisor on the progress of projects.
- 3.2 The employee demonstrates the ability to build mutually supportive relationships with co-workers. The employee:
 - 3.2.1 Listens to others.
 - 3.2.2 Shows concern for others.
 - 3.2.3 Cooperates and responds to team needs.
 - 3.2.4 Recognizes and respects other people's diversity and individual differences and does not allow these differences to interfere with the team environment.

4. Quality Practice Standard: Professional Attributes

A support staff employee demonstrates professionalism by representing the Division in a supportive and positive manner.

- 4.1 The employee promotes success of all students and staff:

- 4.1.1 Acts in an ethical manner with integrity and fairness.
- 4.1.2 Is flexible and adaptable.
- 4.1.3 Has a positive attitude.
- 4.1.4 Respects confidentiality.
- 4.2 The employee shows commitment and loyalty to the Division:
 - 4.2.1 Abides by the policies of the Board.
 - 4.2.2 Follows Division Administrative Procedures.
 - 4.2.3 Adheres to the Board's priorities.
 - 4.2.4 Values and respects each member of the education community.
 - 4.2.5 Promotes and maintains positive community relations.
 - 4.2.6 Is an advocate for the Division.

Reference: Section 33,52,53,68,196,197,204,222,225 Education Act
Employment Standards Code
Freedom of Information and Protection of Privacy Act
Labour Relations Code

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