



# KERN COUNTY PROBATION DEPARTMENT

## Policies And Procedures

TITLE: <b>Minimum Performance Standards for Personnel</b>		Article: 1401	
APPROVED: <b>TR Merickel, Chief Probation Officer</b>			
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### POLICY

The Kern County Probation Department has developed employee performance standards to inform employees what is expected of them and to explain appropriate work behavior. This will help improve the consistency of employee performance evaluations.

These performance standards relate to many of the rating categories found on the county employee performance report form and apply to all employees.

Minimum performance standards are levels of work performance that are expected of fully competent employees.

It will be the duty of the employee's immediate supervisor to determine what level of performance corresponds to a particular evaluation. A supervisor should rely on his own perception of work behavior when evaluating an employee's performance.

- I. The following minimum standards should apply:
  - A. **Attendance** - Consistently follows regulations on being present as the job requires: does not abuse sick leave.
  - B. **Punctuality** - Reports to work at the assigned time and on a regular basis.
  - C. **Physical Fitness** - Maintains a personal level of physical fitness and mental alertness which allows the employee to adequately and safely perform the assigned job duties.
  - D. **Safety Practices** - Consistently follows established safety practices and performs assigned work tasks without unnecessarily exposing himself or others to unnecessary risks or dangers. An employee should report any unsafe or hazardous condition as soon as practical to appropriate authority.
  - E. **Personal Neatness** - Maintains a level of personal grooming and dress on the job site which meets the standard of professional appearance and occupational requirements.
  - F. **Compliance with Rules and Regulations** - Carries out all reasonable and lawful orders of a supervisor or other designated authority and follows all lawful policies and procedures established by the department.

- G. **Cooperation** - Accepts the constructive criticism of a supervisor in a positive manner and applies such suggestions toward improving performance. Interacts with co-workers in a manner that allows prompt accomplishment of assigned duties.
- H. **Acceptance of New Ideas and Procedures** - Adaptability; willing to learn to use new technology - i.e. equipment, computers; readily adjusts to changes in procedure.
- I. **Application of Effort** - Takes necessary and appropriate action on own initiative; executes actions vigorously.
- J. **Interest in Job** - Seeks/welcomes more important responsibilities; absorbs job functions quickly and seeks understanding of all aspects of job.
- K. **Accuracy of Work** - Performs the assigned duties with accuracy and thoroughness.
- L. **Quality of Judgment** - Demonstrates the ability to reason through a problem and to arrive at an acceptable solution based on information available. Takes appropriate action when required.
- M. **Public Relations** - Promotes favorable relationships with public using considerate and professional conduct.
- N. **Written Expression** - Accurately reflects a situation and presents relevant information in an organized manner with proper use of the English language, correct spelling and legible writing.
- O. **Oral Expression** - Uses polite, clear and understandable verbal language.
- P. **Equipment Operation** - Knowledgeably and safely operates equipment; learns and uses correct procedures so as not to damage equipment under normal operating conditions.
- Q. **Neatness of Work** - Work is orderly, precise in appearance or procedure; not careless or messy; consistent.
- R. **Performance with Minimum Supervision** - Dependable; gets things done without being constantly supervised.
- S. **Promptness in Completing Work** - Does work without delay or hesitation.
- T. **Volume of Work Produced** - Completes work assignments on schedule; does not allow work to pile up or become backlogged; meets production standards.
- U. **Performance Under Pressure** - Maintains a calm attitude and clear thinking under strenuous situations and deadlines.
- V. **Performance in New Work Situations** - Demonstrates ability to adapt to changing situations and to learn and implement new skills as required by assignment.

**II. Rating Categories for Employees Who Supervise**

- A. **Coordinating Work with Others** - Plans ahead and keeps track of work flow to facilitate production levels in all related departments or divisions; keeps communication channels open with other supervisors.
- B. **Acceptance of Responsibilities** - Willing to undertake all assignments given and does not blame co-workers or subordinates for tasks under their control which are not done completely or properly. Accepts responsibility for their units.
- C. **Establishment of Work Standards** - Clearly defines acceptable performance levels for subordinates; monitors quality and quantity of production; gives assignments in terms of results desired.
- D. **Training and Leading Staff** - Trains, disciplines, and guides staff thereby providing an opportunity for growth and increased productivity by monitoring employees during the performance of their duties, assigning in-service training courses in areas where further instruction is needed, sharing information (case decisions and other documents) which pertains to the job; conducts preventive interviews with subordinates to stop unacceptable behaviors and to discipline employees when appropriate while ensuring the employee's right to due process procedures.
- E. **Planning and Assigning Work** - Analyzes work load, sets completion goals, distributes tasks evenly and according to competence of subordinates; coordinates people, material, and equipment effectively for maximum production; establishes priorities.
- F. **Fairness and Impartiality to Staff** - Treats each staff member with an equal amount of respect; gives all staff equal opportunity to participate and achieve by assigning challenging tasks.
- G. **Control of Staff** - Treats each staff member like a mature, responsible individual; has confidence in the abilities of staff members; gives workers responsibility for getting the job done; shows interest in people and their welfare; keeps adequate records on employee performance.
- H. **Adequacy of Instructions** - Explains what needs to be done by presenting all facts about a situation to avoid assumptions. Explains why things must be done a certain way and checks for understanding.