

**WILLIAMSON COUNTY & CITIES HEALTH DISTRICT  
EMPLOYEE RESPONSIBILITIES**

- A.** Each WCCHD employee’s job description lists the specific tasks to be accomplished by the position the employee is filling at WCCHD. The WCCHD Responsibilities are a set of general expectations for employees about how they should work with each other and the public we serve. Each employee must sign an acknowledgement that they have been informed, understand, and agree to abide by these expectations. Violation of these responsibilities may lead to implementation of WCCHD’s disciplinary procedures.
- B. For All Employees:**
1. **Task Management:** The employee prioritizes and completes assignments on time. Behaviors that support effective task management may include, but are not limited to the following examples:
    - Completes assignments and special projects accurately and in a timely manner.
    - Consults with supervisory or management staff to ensure assignments are completed as expected.
    - Schedules leave appropriately and in advance when possible, taking projects/workload into consideration.
    - Arrives on time for all work assignments and notifies supervisor in a timely manner if he/she must be late or absent.
  
  2. **Communication:** The employee demonstrates the ability to exchange information and express ideas effectively and with respect. Behaviors that support communication may include, but are not limited to the following examples:
    - Actively listens to understand and asks for clarification as necessary.
    - Keeps informed of WCCHD policies, procedures, activities, and other information.
    - Effectively relays information to appropriate people.
    - Informs supervisor and co-workers of work activities.
    - Accurately documents work performed.
    - Informs the appropriate person(s) of ideas for improving service to the public.
    - Informs the appropriate person(s) of any concerns regarding actions or circumstances that may jeopardize the health and safety of employees or the public we serve.
    - Seeks out interpreter assistance and appropriate written materials for customers/clients who do not speak/read English.
    - Refrains from participating in damaging gossip; refers co-workers to appropriate person who can help solve issues.
    - Speaks to co-workers and/or supervisor directly when there are issues; the goal is to resolve issues quickly and at the lowest possible level.
  
  3. **Teamwork/Cooperation:** The employee demonstrates a willingness to work with others and to engage in team activities. Behaviors that support teamwork/cooperation may include, but are not limited to the following examples:

- Assists and cooperates with others to accomplish agency activities.
  - Accepts responsibility for own actions.
  - Maintains effective working relationships and open communication and does not allow personal differences to interfere with completing tasks.
  - Accepts direction from supervisor/team leader, and complies with supervisor's decisions. If the employee believes that the supervisors' directive is unsafe or unethical, he/she is expected to discuss his/her concerns with the supervisor, and if necessary, other levels of authority per WCCHD's organizational chart.
  - Demonstrates willingness and ability to cooperatively solve problems with supervisor and co-workers.
  - Works cooperatively with other WCCHD staff/programs.
  - Contributes positively to staff morale by supporting WCCHD goals and being a constructive team member.
4. **Conduct/Ethics:** The employee abides by professional standards applicable to the job and as contained in the **Williamson County and Cities Health District Personnel Policies and Procedures** and the following:
- Provides excellent customer service. For examples, answers phone calls and attends to customers/clients promptly even if that is not your primary function, immediately discontinues personal conversation when a customer/client is present, approaches all customers with a positive attitude and a demeanor of helpfulness, and refers the public to other resources when needed.
  - Exhibits fiscal responsibility (includes purchases, travel, training, use of supplies, etc).
  - Avoids any activities that are deemed a conflict of interest or that could give an appearance of conflict of interest.
  - Represents WCCHD appropriately at outside functions. WCCHD staff represent the entire Health District at outside functions, not just the particular Division or clinic they work in.
  - Keeps work area safe and clean.
  - At WCCHD-sponsored activities, model healthy nutrition and physical activity practices.
  - Maintains personal grooming and appropriate dress for job responsibilities and for contact with the public.
  - Wears ID badge on work-related assignments.
  - Appreciates and respects cultural differences in our workforce and in the public we serve.
  - Keeps personal phone calls and business to a minimum during work time.
5. **Adaptability:** The employee responds positively to changing demands and conditions of the agency. Behaviors that support adaptability may include, but are not limited to the following examples:

- Demonstrates flexibility in adapting to changes in policies, procedures and assignments.
- Demonstrates flexibility in working different hours, as workload requires.

6. **Initiative:** The employee demonstrates the ability to self-direct, to work independently, and to complete assignments with minimal supervision. Behaviors that support initiative may include, but are not limited to the following examples:

- Requests additional tasks when all assignments are completed.
- Notices things that need to be done and does them without being asked.
- Proactively identifies and addresses potential problems and potential solutions.
- Assesses learning goals and develops training plans jointly with supervisor.
- Offers suggestions to supervisor to increase efficiency and better meet needs of the public and staff.
- Participates in WCCHD planning, quality assurance, and quality improvement processes.

**C. For Managers/Supervisors Only:**

**Administrative/Management Effectiveness:** The manager/supervisor effectively directs the activities of his/her area of responsibility so the work of the agency is completed accurately and on time. Behaviors that support administrative/management effectiveness may include, but are not limited to the following examples:

- Establishes quality assurance and quality improvement programs for his/her area of responsibility.
- Regularly evaluates and seeks to improve the effectiveness of services provided in his/her area of responsibility.
- Assures appropriate data collection in his/her area of responsibility.
- Delegates and organizes workload effectively.
- Collects and acts on feedback from the public and employees.
- Objectively and consistently evaluates employees' performance.
- Recognizes and rewards outstanding performance of employees.
- Supports and facilitates professional growth of employees.
- Meets with employees regularly regarding performance and agency issues.
- Carries out appropriate employee disciplinary action when necessary—objectively, consistently, and according to policies and procedures of WCCHD.
- Demonstrates flexibility in supervisory style, geared to the needs of the employee.
- Follows through on commitments made to the public, peers, associates, supervisors, and staff.
- Assures meetings in his/her area are effective, for example, well-facilitated, based on an appropriate agenda distributed in advance, conducted within established ground rules, started and finished on time, with clear objectives.

- Assesses and implements use of new/improved technology to improve program effectiveness and communication with customers.

7. **Decision Making/Judgment:** The manager/supervisor gathers and analyzes data and selects a course of action to resolve a problem or make a decision. Behaviors that support effective decision making may include, but are not limited to the following examples:

- Considers the broader impact of decision alternatives, such as costs and benefits.
- Considers the best interest of the agency as a whole and the affected community when making decisions.
- Requests assistance and advice when appropriate.
- Makes timely decisions.

8. **Strategic Planning:** The manager/supervisor anticipates and prepares for the future by identifying issues, opportunities, and problems. Establishes short/long term goals within his/her work environment. Behaviors that support strategic planning abilities may include, but are not limited to the following examples:

- Establishes and evaluates focus areas and action steps to achieve program objectives.
- Monitors long/short term action steps and overall focus areas.
- Emphasizes planning and systematically incorporates employee participation.
- Anticipates needs and problems and implements a timely and prudent course of action.
- Coordinates resources and people effectively to achieve a balanced workload.
- Benchmarks current trends and developments.
- Seeks out and utilizes relevant data for decision-making.
- Assures stakeholder feedback is incorporated in all program planning.
- Assures management approval for plans within his/her area.

9. **Commitment to Diversity:** The manager/supervisor encourages diversity in the work environment and supports inclusiveness regardless of race, color, religion, age, gender, national origin, and disability. Behaviors that support commitment to diversity may include, but are not limited to the following examples:

- Promotes an inclusive, non-discriminatory environment to include program policies, procedures, practices, and provision of services.

10. **Leadership:** The manager/supervisor creates, models, and supports an organizational culture of enthusiasm for public health and commitment to WCCHD mission, vision, and values. Behaviors that support effective leadership abilities may include, but are not limited to the following examples:

- Leads by example, i.e., personal behavior demonstrates excellent task management, communication, teamwork/cooperation, conduct/ethics, adaptability, and initiative.

- Identifies and acts on opportunities for self and staff to share expertise and apply talents to addressing public health issues at the local, and as appropriate, the regional, state, and national levels.
- Identifies opportunities to collaborate successfully with other Divisions.
- Interprets with staff how the work of the individual and the Division contribute to the WCCHD vision and mission.
- Keeps informed of political and social circumstances that may impact his/her area of responsibility and incorporates that information appropriately in planning and implementing services.
- Mentors employees and facilitates mentoring within his/her area.