

PERSONNEL POLICY MANUAL

	POLICY A-1 Page 1 of 1 Date: 09/01/2011
Section: Employment	SUBJECT: EMPLOYMENT AT WILL
Notes: Replaces Policy 1.0, Employment at Will	

PURPOSE: To provide employment guidelines for Northland Family Help Center.

POLICY

Arizona is an "Employment at Will" state. Either the agency or the employee can terminate the employment relationship at any time, with or without cause, with or without notice and will not incur any liability to the employee or employer.

- Northland Family Help Center does not and will not enter into employment contracts of any type for any reason.
- This employment at will relationship exists regardless of any other written statements or policies or any other agency documents or any verbal statement to the contrary.

SUBJECT TO AVAILABILITY OF FUNDS

- Northland Family Help Center is a 501c3 non-profit agency and secures funding through grants, contracts, donations, and fundraising activities.
- ***All employment positions are subject to availability of funds.***

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	POLICY A-2 Page 1 of 2 Date: 09/01/2011
Section: Employment	SUBJECT: NON-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY
Notes: Replaces Policy 1.1, Non-Discrimination & Equal Employment Opportunity	

PURPOSE: To maintain equal treatment of all NFHC employees, volunteers or candidates for employment.

POLICY

Northland Family Help Center expressly prohibits any decisions or actions taken because of an individual's legally-protected characteristics or status which result in harming, limiting, or reversing the individual's employment status and/or employment opportunities.

EQUAL EMPLOYMENT OPPORTUNITY

- Northland Family Help Center is an equal opportunity employer. Efforts will be made in recruitment and employment to ensure equal opportunity.
- NFHC ensures that employees and practices shall not discriminate in any manner on the basis of; race, color, sex, age, national origin or religion.
- Such action shall include, but not be limited to: employment, upgrading, demotion, transfer, recruitment, recruitment advertising, layoff, termination, compensation or selection for training.

AMERICANS WITH DISABILITIES ACT (ADA)

- Pursuant to the Americans with Disabilities Act (ADA), Northland Family Help Center prohibits discrimination against qualified persons with disabilities.
- They will be provided equal opportunity in regard to employment, salary administration, employee development, promotion, and transfer.
- The agency provides reasonable accommodation for known physical or mental limitations of qualified applicants or employees with a disability, unless the accommodation would impose an undue hardship on the agency.
- In determining whether and what type of reasonable accommodation may be appropriate, supervisors shall notify the Human Resources Director for assistance.

DISCRIMINATION COMPLAINT PROCEDURE

- To report unlawful or discriminatory actions by a supervisor or co-worker, employees are to follow the steps outlined in Policy D-13, Problem Resolution and Grievance Procedure.
- In addition, any supervisor or manager who becomes aware of discriminatory behavior must immediately report it to the HRD or Executive Director, and must immediately act to end the behavior.

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DISCRIMINATION COMPLAINT PROCEDURE, (continued)

- NFHC prohibits any type of retaliation against employees who in good faith file a complaint under this policy or against employees who assist in the complaint investigation. (See Policy D-13, Problem Resolution and Grievance Procedure)
- If it is determined that an employee is responsible for illegally discriminating against another employee, appropriate action will be taken against the offending employee, up to and including termination.

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	POLICY A-3 Page 1 of 2 Date: 09/01/2011
Section: Employment	SUBJECT: ORGANIZATION, STRUCTURE & ACCOUNTABILITY
Notes: Replaces Policy 1.2, Organization, Structure and Accountability	

PURPOSE: To establish and maintain a clear chain of organization and accountability.

POLICY

Authority and responsibility for the successful operation of this organization begins with its Board of Directors. The Board sets policies and a budget and gives authority to the Executive Director (ED) to administer all policies and procedures of Northland Family Help Center. The Board authorizes the ED to employ a staff to effectively operate the facility and successfully implement the policies.

CHAIN OF ACCOUNTABILITY

Staff members are encouraged to bring issues to the attention of their immediate supervisor; however, if the issue has not been resolved to employees' satisfaction, they are required to follow the steps outlined in Personnel Policy D-13, Problem Resolution and Grievance Procedure.

- If the complaint is with the direct supervisor, employees may go directly to the Human Resources Director or Clinical Director who will promptly investigate and attempt to resolve the issue.
- Employees who do not follow NFHC's Chain of Accountability and communicate directly with a Board member, may be disciplined, up to and including termination.

ROLES AND RESPONSIBILITIES OF DIRECTORS

The primary responsibilities of agency directors serve as a guideline for identifying the lead person who will oversee various programs, personnel, and operational issues.

Executive Director

Oversight of all aspects of agency programs, shelters, departments, policies, and operations; planning, public relations, fundraising, grant/contract procurement, community outreach, board development and liaison. The ED delegates authority and assigns responsibility. *Directly Supervises: Clinical Director, Human Resources Director, Business Manager, Director of Community Based Services, Legal Advocate, Facilities Specialist and Executive Assistant.*

Clinical Director

Clinical supervision of all clinical staff and enforcement of clinical policies for client care, clinical/shelter services and operations oversight, license compliance, program policy development, program planning, funding proposal development, management and delivery of victims counseling, individual and group programs and inter-agency interface. *Directly supervises: Counselors, Shelter Family Specialist and Women's Shelter Manager.*

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Human Resources Director

Oversight and supervision of personnel policy and procedure development, benefits management, employee records management, payroll, administrative systems procedure development and communication and personnel actions.

Director of Community Based Services

Oversight and supervision of the Community Based Services Department, including administrative management, grant/contract compliance & reporting, planning and delivery of services and community relations. *Directly supervises: Community Educators, CCRT Coordinator, RHY Outreach Specialist, Interns and Volunteers.*

Business Manager

Oversight and supervision of accounting, budget development, expense management, reporting, contract/grant/fiscal administration, proposal budgeting, financial policy development and compliance, payroll data entry, accounts payable and accounts receivable.

Shelter Manager

Management of client service delivery, shelter administration, records and reporting, supervision of shelter personnel, case management and inter-agency interface. *Directly supervises: Case Manager, Assistant Shelter Manager, Behavioral Health Workers and Interns.*

NOTE: Titles and reporting structure may be subject to change

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	POLICY A-4 Page 1 of 1 Date: 09/01/2011
Section: Employment	SUBJECT: EMPLOYEE ETHICS
Notes: Replaces Policy 1.3, Ethical Guidelines, Reporting	

PURPOSE: To state expectations for ethical behavior.

POLICY

Northland Family Help Center expects all employees and volunteers to act ethically, honestly and legally at all times. Their behavior directly impacts the agency and the services provided.

- Employees or volunteers found in violation of any of the NFHC policies or procedures will be disciplined up to and including termination.

REPORTING ETHICS VIOLATIONS

- Employees who witness illegal, unethical, or dishonest actions by another employee or volunteer are to immediately report such information to their supervisor or to another person of authority.

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	POLICY A-5 Page 1 of 1 Date: 09/01/2011
Section: Employment	SUBJECT: CONFLICTS OF INTEREST
Notes: Replaces Policy 1.4 & 8.1, Conflicts of Interest; Policy 8.5, Gifts and Gratuities; Policy 8.6, Anti-Kickback Guidelines	

PURPOSE: To provide guidelines to avoid conflicts of interest

POLICY

Northland Family Help Center expects the primary interest of employees to be the best interest of clients we serve. Employees are not to allow their own interests or those of an outside party to actually or potentially affect the well-being of NFHC and its clients.

OUTSIDE BUSINESS INTERESTS

- Staff may have outside business interests and employment so long as these do not interfere with their NFHC job performance.
- Employees may not be involved in any outside employment or business interests if the employees benefit because of their affiliation with NFHC.
- Employees are not to participate in any transactions for NFHC in which they have a personal financial interest.
- The Business Manager must be notified by employees when any actual or potential conflicts exist.
- Only the Executive Director or the ED's designee is authorized to negotiate with an independent contractor.

GIFTS AND GRATUITIES

- All clients and their families must be served equally, and employees are not to accept or seek gifts, gratuities, favors or donations to NFHC from clients or their families as an inducement to provide services.
- NFHC employees are not to accept or seek anything of material value from contractors, vendors or persons providing or hoping to provide services or materials to NFHC.
- Employees are not to receive from, or offer to another party, any gifts or compensation for the purpose of improperly obtaining or rewarding favorable treatment in connection with a contract.
- Items of nominal value that are not related to any particular transaction may be accepted.
- Items offered with a value of more than \$25 are to be reported to the Executive Director.

Violations of this policy may result in disciplinary action, up to and including termination.

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	POLICY A-6 Page 1 of 1 Date: 09/01/2011
Section: Employment	SUBJECT: CONFIDENTIALITY
Notes: Replaces Policy 1.5, Non-Disclosure and Confidentiality	

PURPOSE: To ensure the highest level of confidentiality.

POLICY

Northland Family Help Center employees will not disclose information about any person associated with NFHC either as a client, former client, employee or former employee.

CLIENT CONFIDENTIALITY

- Employees will ensure strict confidentiality and privacy in regard to history, records and discussions about people served by the agency.
- The fact that an individual is served by this agency must be kept confidential.
- Disclosure of information can be made only under conditions specified in the agency's clinical policies. Employees are expected to know and follow agency and program specific confidentiality policies.

EMPLOYEE INFORMATION

- All requests for job references or verification of employment must be referred to Human Resources. Employees may provide personal references for other employees or former employees, but only as a friend or colleague, not as a representative of NFHC. (See Policy B-13, Verification of Employment)
- Employee information requested by law enforcement agencies should be referred to the Executive Director. Information will be provided only if it is believed by the ED that an applicant, employee or former employee is:
 - Engaged in illegal activities
 - Under investigation
 - Threatening physical injury to NFHC property, employees or clients
 - Jeopardizing the legal interests of this agency
- All other information about applicants, employees or former employees is to be kept strictly confidential.

Violations of this policy may result in disciplinary action, up to and including termination.

