



TITLE: WORK TEAM PERFORMANCE

POLICY 3.6

Rev. September 2017

A. SELF-DIRECTED WORK TEAMS

All employees work as members of self-directed work teams. All teams will use the Kokua Code of Ethics negotiating ground rules for working as a co-operative unit. All employees and work teams are to follow Kokua policies in conducting business within their team and should ask for assistance from the Human Resources Coordinator if differences occur between team mates that compromise the work of the team.

B. WORK TEAM TRAINING

Work team meetings will be scheduled for training and staff coordination purposes. Regular attendance at meetings is a requirement of team membership. Teams may request that the Service Coordination Team provide additional training in any area that would help the team function more effectively.

C. WORK TEAM PERFORMANCE

Work teams are responsible for providing quality care for clients and for complying with all DSHS WAC's and policies.

If a work team has performance problems, the Service Coordination Team may provide additional training and support to assist the team to improve its performance. Such support may include: mediation, interpersonal skills training, additional training in behavior management or health needs, or any other training needed to address an area of need.

D. DISCIPLINARY PROCESS FOR WORK TEAMS

If a team fails to meet expected standards despite additional instruction and support, the Service Coordination Team may place the team in a probationary status. The team will receive written notification of their probationary status. The notification should outline the areas where the team's performance is lacking and the time frame given for correction of the deficiencies. The Team must submit a written Plan for Improvement which specifies how the deficiencies will be corrected.

If the team is unable to improve its performance up to the acceptable standard, the Service Coordination Team may take action to correct the deficiencies. These measures may include reassignment of employees or termination of employees who are unable to meet acceptable work standards.