Sample Job Standards

The following list of sample Job Standards is designed to serve as a reference for you as you write Job Standards for the positions that you supervise. The list is categorized into several behavioral groupings in order to help you to locate the standards that apply to your specific positions. When writing Job Standards, you may use any of these that may fit for your Essential Functions. You may also modify any of these in order to meet your specific needs. This list is provided for you as a reference; you are not required to use any of these Job Standards. For more information about how to write Job Standards, please review the Training section of the Performance Evaluation website.

Personal Accountability

- Assignments are completed within specified time frame
- Adheres to established University (hospital/unit/department, etc.) procedures and policies. Remains current on changing policies and procedures; communicates and implements changes as directed
- All assignments are checked for errors or omissions prior to dispatch
- All forms/reports/orders are accurately completed in full
- All details of assigned tasks are completed
- Always checks to see that all details in each step of a procedure have been completed
- All communication is dispatched according to established departmental guidelines for structure, without grammatical mistakes, redundancy, run-on sentences, jargon, etc.
- All patient discharge work completed by 11 a.m. discharge time
- Follows all attendance and punctuality policies
- Reports to work on time and as scheduled
- Consistently completes all assigned tasks within given time frames
- Maintains availability/accessibility throughout the work period
- Consistently completes tasks with maximum efficiency and quality (does not waste time, completes work correctly so that it does not have to be re-done, anticipates and brings all needed supplies and equipment to the work site, etc.)

Innovation/Problem Solving/Collaboration/Continuous Improvement

- Anticipates problems and voluntarily takes correct actions
- Always identifies the need for information necessary to understand issues, evaluate problems and opportunities for improvement; collects that information and uses it in analyzing and evaluating potential or actual changes
- (Deans/Directors) Audits departmental functions annually to evaluate effectiveness and identify problems; initiates corrective actions as needed
- When problems are identified, always analyzes causes and evaluates alternative solutions
- Invites staff/co-workers to submit imaginative solutions to stubborn problems
- Takes (or recommends) appropriate corrective actions to resolve problems
- Always follows up to ensure problems are actually corrected
- Seeks out and works with others in the department/hospital/Division/University to accomplish goals/resolve problems; then uses their skills, experience and knowledge to resolve problems
- Develops alternative courses of action that are based on factual information and take into consideration implications, resources, constraints, consequences and University values; chooses effective courses of action
- Always considers the risk involved with various courses of action; always considers both the long and short term impact of decisions
- Always keeps appropriate people involved and informed of problems/issues
- Always advises (relevant persons) about situations, decisions made, or actions taken
- Develops and/or implements new and improved ways of doing work
• Invites staff to submit ideas about better ways to accomplish work goals
• Uses information to evaluate work goals, to identify and report needs, to plan a course of action to accomplish a work goal
• Invites staff to submit imaginative solutions to work problems
• Contributes ideas during departmental brainstorming/problem-solving meetings and when otherwise requested; initiates actions to successfully implement new projects/efforts/unit changes
• Makes suggestions to supervisors that could improve departmental effectiveness and better accomplish work goals

**Initiative/Commitment**
• Identifies work needs and performs additional work without being told
• Makes self available when unexpected work demands occur and own workload is light
• Anticipates problems and voluntarily takes correct actions
• Takes (or recommends) appropriate corrective actions to resolve problems
• Always follows up to ensure problems are actually corrected
• Always keeps appropriate people involved and informed of problems/issues
• Always advises (relevant persons) about situations, decisions made, or actions taken
• Develops and/or implements new and improved ways of doing work

**Professional Development/Lifelong Learning**
• Upon return from training, applies new ideas/skills as approved by supervisor
• Improves job-related knowledge, training and skills annually
• Completes all required training
• Maintains all CEU’s, credentials and certifications required for this position
• Serves as resource by providing reliable, correct information/assistance to colleagues/co-workers/customers/etc.
• Uses provided information (training, trade journals, seminars, etc.) to stay current with developments and trends in professional field

**Handling Challenges**
• Under conditions of pressure and uncertainty, maintains consistent performance
• Remains composed when decisions have to be made quickly
• Maintains and completes varying workload requirements according to priority, working extra hours as needed to ensure completion within given time frame
• Always consults with/alerts the supervisor/Dean/Director whenever a project is falling behind
• Delegates work to make efficient use of resources; delegates tasks to knowledgeable/skilled subordinates; uses check-point meetings to follow up with staff to ensure tasks are on-target.
• Maintains current project checklists to ensure no important tasks are overlooked
• Always uses staff’s time, skills and potential to accomplish important tasks

**Communication**
• Responds to all electronic, written and verbal communication within one working day (returns calls, answers email, etc.)
• Initiates and maintains communication as needed to ensure tasks are successfully completed/problems are satisfactorily resolved
• Always uses approved radio communication protocol
• Acts in accordance with the UK Hospital Behavioral Standards and policies
Safety

- Always exercises caution in approaching work activities
- Always uses correct PPE (Personal Protective Equipment) when carrying out tasks; wears/uses PPE correctly (as trained).
- Completes annual TB test within designated time frame
- Complies with all University, hospital and unit safety policies and regulations
- Upon return from safety training, immediately applies the new skills/information on the job
- Periodically audits staff to ensure they follow safety regulations and procedures
- Identifies potential hazards and proposes or initiates corrective actions to remove or reduce the hazard

Mutual Respect and Collaboration/Cultural Diversity

- Contributes to department/unit teamwork by accepting assignments without resistance, taking the initiative to help others when in need, and asking for help when in need
- Acts in accordance with the UK Hospital Behavioral Standards and Policies
- Offers own and accepts other’s skills, experience, and knowledge in order to accomplish departmental/unit goals or resolve problems
- Shares pertinent organizational information with staff that may have an impact on their ability to do their job. Serves as resource by providing reliable, correct information/assistance to colleagues/co-workers/customers/etc.
- In communication with University faculty and staff, always maintains their self esteem
- Always cooperates with coworkers (including staff in other units) to constructively resolve problems and accomplish work goals
- Develops and maintains positive and productive working relationships with all coworkers, regardless of age, gender, race, national origin, religion, etc.

Personal Integrity

- Adheres to University/department/hospital/professional Code of Ethics (use this only if it actually exists)
- Never intentionally dishonest
- Uses University resources (email, internet access, supplies, equipment) for University business purposes only
- All confidential information is maintained in secured locations according to established policies; never discusses confidential information in public or discloses confidential information to unauthorized persons

Leads/Manages/Supervises Staff

- Uses influence to help staff achieve goals and solve problems
- Staffs the unit/Division with the appropriate number of employees; always obtains temporary/additional staff when circumstances warrant; posts vacant positions with HR within 2 working days of receiving an employee’s notice of separation; requests funding for additional staff positions whenever circumstances warrant
- Always maintains staff’s self-esteem while giving direction/feedback
- Consistently rewards, compliments, disciplines or redirects staff to accomplish unit goals
- Always provides recognition for areas of high or improved performance
- Uses established systems to monitor schedules and work completion; initiates corrective actions as needed to ensure correct completion
- Always consults with supervisor/manager/designated official/HR Employee Relations regarding potential involuntary terminations or serious personnel problems; corrects employee performance problems
• (Twice a day/daily/bi-weekly/quarterly, etc.), observes performance of all direct reports/staff; proposes or implements corrective actions (feedback, coaching, providing additional resources, etc.) whenever needed to ensure quality work completion
• Consistently uses departmental/University reports or documents to monitor and stay informed about work completion, budgets, new developments and progress.
• Considers all job requirements and applicant qualities when making hiring/promotion decisions; selects highly qualified persons for the unit
• Organizes work flow to make efficient use of resources and staff
• Arranges staff schedules to allow staff to attend training that will enhance their development at least twice a year/once a year
• When staff return from training, always discusses new ideas/skills obtained; supports the implementation of new skills on the job and follows up to ensure implementation
• Develops and implements new and improved ways of doing work; encourages staff to develop and submit ideas about better ways to accomplish work goals
• Conducts mid-year and annual reviews to document and discuss staff progress in achieving performance standards. Provides accurate reviews of staff performance; submits appraisals to designated persons within established time frames; updates appraisal standards as the position responsibilities change
• Reviews and updates all staff JAQs (Job Analysis Questionnaires) annually
• Plans and posts staff work schedules at least two weeks in advance
• Follows all UK policies and procedures
• Plans and delivers all materials or supplies needed to complete work demands
• Reviews work plans/needs and establishes, updates or modifies priorities based on …. (priority, urgency, deadlines, need, new information/directives, strategic plan, consultation with others….)
• Communicates changes in assignments, plans, priorities or desired outcomes to all staff who are involved in the successful accomplishment of the new goal; always delivers this communication quickly whenever circumstances warrant
• Identifies and obtains all resources required for staff to successfully complete work goals
• Always uses relevant and current information to develop and update strategic plans/goals for the department/unit
• Obtains and reviews relevant information monthly to determine progress toward achievement of strategic goals for the department/unit, and initiates corrective actions whenever circumstances warrant.

Conducts/Attends Meetings
• Always states the purpose and agenda for meetings (staff meetings, task force meetings, etc.)
• Follows established meeting agendas
• Always maintains the self-esteem of staff in meetings; avoids destructive confrontation
• Intervenes whenever necessary during the meeting to settle disputes, resolve problems, or re-direct the conversation back to the topic
• Always solicits and listens to others’ ideas or suggestions in meetings
• Always makes sure meeting participants have the necessary background information required to address all issues
• Always makes sure all voices are heard and understood in meetings
• Conducts monthly (or other) staff meetings to share common information
• Regularly shares key information with staff on operational or personnel plans, activities, policies, changes, new strategic goals, etc..
• Distributes meeting minutes to participants within 3 working days of the meeting
• Always solicits feedback from meeting participants regarding how to make meetings more productive/effective
Customer Service/Student Relations

- Makes an extra effort to help students, patients and other customers whenever the opportunity presents itself.
- Anticipates student/patient/customer needs/requests and prepares accordingly
- Always follows up to ensure student/patient/customer needs were met (or task was performed to customer’s satisfaction, or problem was resolved…)
- Always listens to customers’ problems and requests
- Uses Service Plus (training) principles whenever interacting with internal and external “customers.” (Take the HEAT, Listen and respond with empathy, Maintain or enhance self-esteem, etc.)
- No valid complaints of failure to treat internal and external “customers” with dignity and respect (as stated, this acknowledges that a complaints may be received, but after the supervisor investigates, it may determined that the complaint was not valid)
- Always clarifies customer’s needs to make sure they get what they need in a timely and cost effective way (i.e., helps customers avoid needless expense, useless data and frustration)

Service to Local, State, National and International Communities

- Work done is relevant and applicable to the target audience
- Research is accurate
- Work produced contributes to the knowledge base as the College/Department (examples: develops or expands data bases, allows the College to better speak to existing audiences and/or to broader audiences, to better answer questions and requests)
- Reports and publications are target audience appropriate, submitted within agreed to time frames, and adhere to department and/or sponsor guidelines
- Makes contacts beyond the traditional audiences for the college/department
- Produces research funding proposals that meet University and Sponsor guidelines
- New programs add to the knowledge base of the College/Department within the guidelines of the College/Department mission statement
- Takes advantage of opportunities to speak or publish when it would expand the visibility and recognition of UK and/or the College/Department
- At least 90% of the program, goals and objectives as defined in the (grant, agreement, etc.) are met by the end of the project year