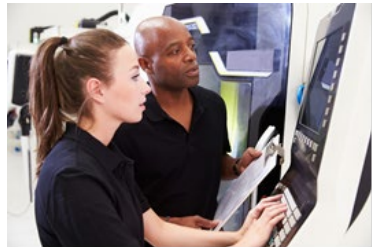


Supervisor Handbook

Anoka County *Empowers*

**Connecting Young Adults to Training and
Employment Opportunities**



Anoka County Job Training Center

1201 89th Ave. N.E. – Suite 235

Blaine, MN 55434

(763) 324-2300



Anoka County
JOB TRAINING CENTER

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Equal opportunity employer and service provider. Upon request, the information in this handbook can be made available in alternate formats for people with disabilities by calling 763-324-2300.



Welcome to Anoka County *Empowers*

As a supervisor, you play an important role in assisting young adults achieve a positive work experience. Together, you and the young adult employees, have the satisfaction of providing a rewarding service to the community.

This booklet provides you with an overview of procedures, policies and program expectations. Included in your folder are various forms that will be used during the time the individual is at your worksite.

The Anoka County Empowers Program is funded by both Federal and State grants. The Federally funded program (the Workforce Innovation and Opportunity Act - WIOA) and the State program (Minnesota Youth Program - MYP). Age eligibility varies based on the funding source and ranges from ages 14 – 24. Special grant initiatives are also utilized for young adults. Young adults can be enrolled in multiple programs or just one program. Job assignments can start anytime with the mutual start date agreed upon by the participant, counselor and employer.

The objectives of the *Empowers* Program are:

- To enhance the basic educational skills of young adults
- To encourage school and credential completion
- To provide exposure to Career Pathways through paid work experiences and internships
- To enhance the citizenship and leadership skills while providing positive service in our community
- To establish resume building, skills development and evaluation opportunities

Anoka County *Empowers* - Young Adult Programs Staff



Kelly Kleppen, Sr. Vocational Counselor
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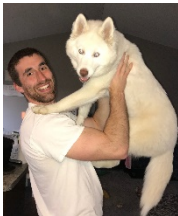
Kelly has worked in a variety of programs, allowing her to expand her knowledge of Anoka County. Kelly enjoys working with both youth and adults, helping them discover their strengths and overcome barriers to employment. On the weekend, Kelly plays volleyball and tries to think of valid excuses to get ice cream.



Jenilee Drilling, Sr. Vocational Counselor
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Jenilee has been working with young adults for most of her career and enjoys assisting them to reach their goals. She LOVES to travel to new places and her favorite place she has visited so far is Iceland, where she hiked on top of a glacier. Jenilee has a bit of an obsession with dancing solar toys and has her collection displayed proudly in her office.



Josh Mitchell, Sr. Vocational Counselor
(763) 324-2283

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Josh is a member of the youth team and his most rewarding part of his job is when a young adult overcomes a barrier to get one step closer to their goals. In his free time, he keeps busy by playing sports, hiking, and playing with his dog. Despite living in Minnesota, Josh is a hardcore Green Bay Packers fan and is surprised his coworkers still talk to him after they found that out.



Darcy Hokkanen, Program Coordinator
(763) 324-2306

Darcy.Hokkanen@co.anoka.mn.us

Darcy has worked at Anoka County for 28 years and has loved working with young people her entire career. The best part of her job is attending graduations or finding out when someone gets a great job! When she is not at work she loves to be with her family outdoors fishing, camping or 4-Wheeling. She is a lifelong Vikings Football fan.



Bridgett Backman, Manager
(763) 324-2319

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Bridgett's background includes 22 years of experience in higher education planning, grants and program development. She recently joined the Anoka County Job Training Center as the Employment Services Manager. In her spare time: what spare time, she enjoys reading, running and really strong coffee.

COMPONENTS OF THE *Empowers* PROGRAM

INTERNSHIPS/WORK EXPERIENCE

Young adults living in Anoka County or attending school in Anoka County between the ages of 14 – 24 are eligible to be a part of the Empowers Programs. There are different eligibility factors such as low income, being a foster youth or a young adult with a disability. Work experience opportunities are located throughout Anoka County and surrounding areas in a variety of places such as schools, parks, libraries, city and county departments, community organizations and the private sector. Work hours can vary, and they will be paid at least minimum wage.

ACADEMICS – School Completion/Credential Attainment

Some young adults will be attending classes towards high school or post-secondary training programs. We will work with you and the student worker to schedule work hours to accommodate both academics and employment.

TRAINING AND SUPERVISION

During the next several weeks, you will be an important role model for the young person. For some, this will be their first work experience where they will learn important employment skills and work appropriate behavior. For others, this will be their first time to work on a career pathway related employment.

As a supervisor, you are expected to observe and evaluate the performance of each young person you supervise. They need to know your expectations and how well they are meeting those expectations. Positive reinforcement is much more effective than criticism. Set measurable and when appropriate build in higher level goals while always encouraging their strengths and provide strategies to improve their performance.

It will be important for you to:

- Become familiar with the rules and regulations governing this program
- Develop a positive working relationship with the young adult and their counselor
- Train, observe, and evaluate the work performance of each individual
- Provide a safe working environment
- Provide strategies to improve or expand their performance

When assigning tasks consider:

- The interests and capabilities of the individual
- Demonstrating and explaining the task
- Clearly presenting your work expectations to the young person
- Periodically evaluating work performance and providing supportive feedback
- Provide new challenges throughout the work experience
- Safety/training requirements
- Create win-win situations

POLICIES AND PROCEDURES

On the first day of work, it is the supervisor's responsibility to inform the young adult about the work rules governing the worksite. Supervisors may not change WIOA/MYP procedures, including hours and days of work, without prior permission from the Empowers Staff. **Youth may NEVER work more than 8 hours in a day nor more than 29 hours in a week.**

The supervisor should be at work during the assigned hours of the young adult workers. They should be informed of who the authorized supervisor is in your absence. Outdoor worksites should establish and inform the **Empowers** Office of a contingency plan for work during inclement weather.

Jobs assigned to young adult workers are not substitutes for jobs performed by the regular employees. This job is an opportunity for the individual to acquire employment experience in their career pathway that builds their skills sets.

Young adults may be suspended from a worksite upon notification of the Empowers Office staff, but all terminations will be the final decision of the **Empowers** Program Manager.

JOB DESCRIPTIONS

Job descriptions are submitted to the **Empowers** Staff by each designated worksite. The job descriptions are reviewed, and registered applicants are matched by the **Empowers** Staff to the approved sites in Anoka County. All schedules and start dates require official approval of the **Empowers** Program. The young adult will perform tasks as designated on the job description. Any change in worksite location must be approved by Empowers Staff.

WORKSITE AGREEMENT

This agreement summarizes the major responsibilities of the supervisor and determines accountability for attendance, safety and performance. It is signed by the supervisor and any person who is designated as the alternate supervisor. **A copy should be left in the supervisor's folder.** The original is on file at the Job Training Center.

WORKSITE RESTRICTIONS

To ensure compliance with Sections 181(b)(2) and (b)(7) of the Workforce Innovation and Opportunity Act, participants may not be placed at any worksite or continue to work at a strike affected site. Our participants cannot be placed into or remain working in any position which is affected by a labor dispute involving a work stoppage. If such a work stoppage occurs during the scheduled work period, the participant must:

- be relocated to a position not affected by the dispute; or,
- be suspended through administrative leave (holding); or,
- be treated in the same manner as any other union member (if the Participants belong to a labor union) except such a member must not remain working in the affected position.

SAFETY AT THE WORKPLACE

All State and Federal regulations will be strictly followed. As a supervisor of young adults, safety is your constant responsibility and you are the person who will provide a worksite that meets all safety requirements and child labor laws. Please review the following information located in your folder with your worker:

CHILD LABOR LAWS

Be aware of the ages of the participants and review the work they legally can do at your worksite based upon the Child Labor Laws. Be especially aware of the type of equipment they can or cannot operate.

SAFETY PROCEDURES

On the first day of work, orientate the young person to the following information:

- Proper clothes for the work to be done
- First Aid materials
- Emergency procedures for injury or illness
- Proper use of equipment and cleaning agents
- Correct lifting and carrying procedures

THE MINNESOTA EMPLOYEE RIGHT TO KNOW

This is a State and Federal law which is enforced by the Occupational of Safety and Health Program and the Department of Labor and Industry. It is intended to ensure that employees are aware of the dangers associated with hazardous substances, harmful physical agents or infectious agents that they may be ex-posed to at their workplace. Containers of hazardous substances and equipment of work areas which generate a harmful physical agent must be tagged or marked with the name of the hazardous substance and appropriate hazardous warnings.

REPORTING INJURIES

- Injuries sustained on the job are covered by Worker's Compensation.
- Young adults must report all injuries to their supervisor right away.
- **If a young adult is injured or becomes ill while on the job:**

1. Take proper measures for medical care.
2. If it is a major medical emergency, call 911.
3. If it is not an emergency, but the worker should see a physician, have them call their counselor.
4. **Report ALL injuries to the Empowers Office immediately after proper medical authorities have been contacted.**
5. A "First Report of Injury" must be completed after calling the Empowers Office. A staff person will work on this with you to get it completed and submitted within 24 hours.



Empowers Youth Office

1201 89th Ave NE – Suite 235, Blaine, MN 55434
(763) 324-2300

SEXUAL HARASSMENT POLICY

Policy Statement:

As an Affirmative Action employer, the Anoka County Job Training Center is committed to maintaining a work environment which is free of all forms of sexual harassment. Sexual harassment is a form of sex discrimination and a violation of the County's Affirmative Action Policy, the Minnesota Human Rights Act and Title VII of the Civil Rights Act of 1964. Sexual harassment of employees is strictly prohibited and will not be tolerated.

Definition of Sexual Harassment:

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact or other verbal or physical conduct or communication whether written, verbal or by gestures of a sexual nature.

Management/Supervisory Responsibilities:

Managers and supervisors are responsible for maintaining a work environment free of sexual harassment. It is their responsibility to ensure all employees comply with this policy and must respond promptly and appropriately to both allegations and confirmed reports of sexual harassment. They are encouraged to attend training sessions regarding potential or actual sexual harassment concerns. Confidentiality will be maintained wherever possible.

Employee Responsibilities:

All employees are expected to treat all other employees and the public with respect and to comply with this policy. Any employee found to have violated this policy will be subject to appropriate action.

Employee Rights:

If an employee believes that he or she is a victim of sexual harassment by an employee, they one or more of the following options:

1. As soon as possible, report the alleged act to the supervisor. If circumstances prevent this action, report it to the supervisor's supervisor, Counselor, Program Manager, or the Job Training Center's Director.
2. File a complaint with the Minnesota Department of Human Rights, or
3. File a complaint with the Equal Employment Opportunity Commission,
or
4. File a private lawsuit.

Grievance Rights:

Any employee who has been disciplined for engaging in sexual harassment may grieve his/her discipline under the provisions set forth.

RESPECTFUL WORKPLACE POLICY

Anoka County is committed to creating and promoting a safe and respectful working environment for all program participants and does not tolerate any acts of harassment, violence or bullying. All program participants and the public should be treated with dignity and respect.

1. Definitions:

- A. **Harassment:** any unwelcome conduct that degrades or shows hostility or intolerance toward another person on the basis of the person's race, color, creed, religion, national origin, sex, age, marital status, sexual orientation, public assistance status, or disability, or other characteristic protected by law. Conduct is unwelcome if the employee did not solicit, instigate, or provoke it, and the employee regarded the conduct as undesirable or offensive.
- B. **Violence:** physical contact that intentionally causes or attempts to cause pain or injury. It is any action involving the improper use or threat of physical force including pushing, shoving, kicking, poking, tripping, assault, threat of physical assault, or damage to a person's work area or property.
- C. **Bullying:** persistent, aggressive, or unreasonable behavior by an individual or group against a co-worker or subordinate. It may involve disrespectful behavior and/or abuse of power or authority. It is not incivility, simple rudeness, or the routine exercise of acceptable managerial prerogative.

2. Examples of harassing or bullying behavior:

- Ridiculing or slandering a person or the person's family
- Making an employee the subject of jokes
- Abusive, offensive and demeaning remarks
- Personal insults or use of offensive nicknames
- Unwanted physical contact
- Leaving inappropriate items or materials in a person's workplace or vehicle
- Gestures that convey a threatening or offensive message
- Shouting at a person in public or in private
- Public humiliation
- Initiating or spreading hurtful, insulting or humiliating rumors or gossip about an employee or the employee's family.

3. Reporting:

If a program participant believes that he or she is a victim of harassment, violence or bullying, the participant should report it as soon as possible. A report should be made to one or more of the following: the participant's supervisor and to the Job Training Center Staff that placed the participant at the worksite.

4. Discipline:

Any program participant who violates this policy may be subject to suspension or termination of placement.

TIME CARDS AND PAYROLL

Young Adult Participants:

- Must record hours worked on the TIME CARDS DAILY.
- Are paid only for actual hours worked. Young adults are not paid for holidays, sick days, doctor's appointments or lunches.
- If they work more than 6 hours in a day, they must take a ½ hour lunch and record the time on the time card.
- Are paid every other Friday according to the schedule listed on the time card. Payroll checks are processed by Anoka County and will be directly deposited into the worker's banking account.
- Any questions the individual person may have regarding their pay should be directed to their Empowers Counselor.

Time Cards:

- Must be kept at the site and available for review by the Empowers Counselors and WIOA/MYP monitoring officials.
- Must be signed and verified by the worker and site supervisor. Send the time card into the Empowers Office according to the schedule printed on the time card.
- Pay dates are listed on the TIME CARDS.

Payroll & Financing:

- Young adults will attend a financial well-being class during their time in the program. This class is designed to help them gain skills and information on how to manage their finances, budget and plan for savings. They will also get financial tips two times a month from their counselor.
- Young adults will have their W-2 Statements mailed to their home at the end of January. If the youth have any questions about their pay, their taxes or pay statements, direct them to talk to their youth counselor.

WORKPLACE VIOLENCE & WEAPONS POLICY

The Anoka County Job Training Center is committed to providing a safe work environment. Threatening behavior by participants, supervisors, staff or others will not be allowed and should be reported immediately to a supervisor. If the situation dictates, public emergency resources should be called by dialing 911. Such threatening behavior includes, but is not limited to any action, word or object that is intended to harm or intimidate or has the effect of harming or intimidating another person.

Participants who engage in behavior that threatens the safety of employees, participants, supervisors, staff or others who may be in the workplace will be subject to immediate disciplinary action, including termination.



Possession of a dangerous weapon will result in termination from the work experience position, confiscation of the weapon and contact with the local police department.

“Possession” refers to having a dangerous weapon on one’s person or available at the participants worksite. “Weapon” refers to any firearm loaded or unloaded, any device or instrument designed as a dangerous weapon which is capable of threatening or producing bodily harm or death or any device, instrument or substance that is used to threaten or cause bodily harm or death, any combustible or flammable liquid or other explosive device or instrument that, in the manner it is used or intended to be used, is intended or likely to produce death or bodily harm, or any fire that is used to damage property, produce death or bodily harm. Some examples of dangerous weapons include: guns (including pellet guns, look alike guns and nonfunctioning guns that could be used to threaten others), knives, clubs, metal knuckles, nun chucks, throwing stars, explosives, maces, stun-guns, ammunition and razor blades.

PARTICIPANT EVALUATIONS

We ask that **work evaluations** be completed for each individual. One should be completed within the **first two weeks** of work to let the young adult worker know if he or she is doing what is expected or has areas to improve upon.



We ask that you complete a **second evaluation at 90 days**. The youth counselor will let you know when this time is approaching. If the youth is doing a satisfactory job at that time, they may receive a .50 ¢ raise.

The **final evaluation** is to be done before the end of the scheduled employment period. The evaluations should be **reviewed with the young person and signed** and then submitted to the **Empowers** counselor. A copy will be given to the employee.

Empowers Youth Office

1201 89th Ave NE – Suite 235, Blaine, MN 55434

Fax: (763) 324-2294

GRIEVANCES

Each young adult has been provided a copy of the grievance procedures. We encourage them to discuss with you any problem which arises at the worksite. If the grievance is not resolved to their satisfaction, they may request, in writing, an informal hearing with the Empowers Program Manager. If it is still unresolved, the individual may submit a formal complaint to the Job Training Center's Director.

IMPORTANT DAYS TO REMEMBER

1. ON THE FIRST DAY OF WORK

- a) Introduce yourself and other staff.
- b) Begin their first time card and determine where it will be located.
- c) Verify work schedules & review break times and lunch schedules.
- d) Review procedures to follow when they will not be at work due to illness.
- e) Review what is and what is not appropriate to wear for work.
- f) Give them a place to store their personal belongings.
- g) Orientate them to the worksite which includes the location of:
 - Fire Extinguishers
 - First Aid Equipment
 - Phones
 - Restrooms
- h) Review safety procedures and child labor laws.
- i) Review procedures to follow in case of injury/ illness on the job.
- j) Review who to contact in case of an emergency.
- k) Complete the Worker Agreement with the individual.

2. First Time Sheet Due - See payroll schedule on side of timecard

3. Formal Training at the worksite

4. First Performance Evaluation - send to youth office (after 2 weeks of work)

5. **Second Performance Evaluation** - send to youth office (after 90 days of work)

6. **Final Evaluation** - send to youth office when youth is done.

FORMS INCLUDED IN SUPERVISOR FOLDER

1. Supervisor Handbook
2. Timecards
3. Performance Evaluation
 - Please submit first one with first timesheet.
 - Please submit second one after 90 days.
 - Please submit final one with final timesheet.
4. First Report of Injury Form
5. Position Description Form
6. Suspension/Termination Form (Optional)
7. Worksite Agreement (keep copy in this folder at all times)
8. Program Flyer
9. A Guide to Minnesota's Child Labor Standards Act
10. Minnesota Employee Right to Know Act