

Supervisor Handbook

Northwest Workforce Council
Training Program



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info@nwc-connect.org



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Welcome to the Northwest Workforce Council's Training Program

We appreciate your commitment to serving as a Supervisor in the Northwest Workforce Council's (NWC) work-based training program.

The NWC provides a variety of job training programs in the public and private sectors. The goal of these programs is to improve the overall workplace skills of Trainees so that they can become successfully employed. In training workers, our goal is also to help draw a connection between what is expected in the workplace and what is necessary to be learned through the classroom or training.

Your role as a Supervisor is of primary importance in this training effort. The day-to-day contact you have with Trainees is the single greatest influence in their acquisition of the habits and skills they need to be productive workers.

This Supervisor Handbook is designed to acquaint you with the various responsibilities and procedures of being a Supervisor for the Training Program. In the following pages, you will learn more about NWC Training Programs. This handbook is intended to be a reference for issues that arise.

We look forward to working with you in training the workforce of the future.

For individuals directly involved in the application process for Trainees funded through the NWC, some of the information contained in this Supervisor Handbook will look familiar. For those Supervisors who were not, welcome!

Program Benefits

You benefit

by receiving an extra employee, at no payroll cost, to assist with the work of your organization. The Trainee is working at your workplace, but is paid for by the NWC.



Trainees benefit

by learning basic workplace skills, gaining work attributes and confidence as part of a team of employees performing real work, learning about career options, and earning a wage.



Communities benefit

in the short-term from the work performed at your place of business or organization and long-term by the development of successful worker(s) with the skills to successfully find and keep employment.

About the Program

■ Training Program

A work-based training program involves the short-term, paid employment of Trainees with public and private non-profit organizations. Training options may also be placed with businesses in the private sector when certain conditions are met. The Northwest Workforce Council also provides on-going support through personal contact with the Staff Coordinator. NWC staff are located at your local WorkSource. Contact information on WorkSource locations can be found on the last page of this handbook.

The purpose of a training program is to:

- Introduce Trainees to work requirements and prepare them for the workforce
- Assist Trainees in making the connection between school and work, and between work and learning
- Provide the Trainee with the opportunity to earn wages

While a Training Program benefits the Trainee, it is also designed to benefit you, the employer.

Organizations can expect Trainees who:

- Increase the quantity and quality of work
- Are ready to be trained to meet the specific needs of your workplace
- Are interested in developing their skills for the future
- Support the community with no direct labor cost to your organization

The Northwest Workforce Council is responsible for all wages, payroll taxes, and benefits associated with the Trainee.

Trainees entering a training program have a range of skills, interests, and experience. Some are exploring career options. Others may have limited experience in the workplace. With encouragement and guidance, Trainees have the opportunity to practice and perform complex tasks while developing skills, knowledge and successful working behaviors.

While in training programs, the Trainees may be involved in other activities designed to develop their skills. The hours and length of Training options with your organization may vary, depending on individual circumstances. These activities are detailed in the Worksite Agreement, a sample of which can be found on page 17.

■ Interviewing Candidates – Selecting a Trainee

Trainee candidates referred to you for interview are pre-screened by your Coordinator for appropriateness and suitability to the training position(s) at your organization. Your organization's needs are matched as closely as possible with the candidate's skills and interests. Every effort will be made to refer several candidates, so you have a pool from which to choose. You interview these candidates just as you would any applicant seeking employment.

After candidate selection, the Coordinator must be notified before the candidate can start work.

By agreeing to participate in this training program you demonstrate your commitment to the investment of time and energy it will take to train and coach a Trainee. This investment begins with the interview. It is important the experience of working at your organization is as much like "real" work as possible, including a realistic interview. You may accept (or reject) candidates as you would any applicant for employment in your organization.

■ The Role of the NWC staff Coordinator

Each Trainee and worksite is assigned a Coordinator. The training program is a collaboration between the NWC, the Training Worksite, the worksite's Supervisor and the Trainee. The NWC provides the staff (a "Coordinator") who works directly with you to assure the Training is productive and mutually beneficial. This cooperative relationship depends on regular and open communication between all parties.

In partnership with the Supervisor, the Coordinator may assist with the workplace orientation, safety issues, assure that Trainees are aware of, and abide by, the NWC Personnel Policies and expectations of the Training Worksite.

The Coordinator will make regular contact with each site. At the worksite, a Coordinator will:

- Work with Trainees and Supervisors in the development of training plans and schedules
- Make regular, on-site visits to review the Trainee's progress
- Provide ongoing support during the Training
- Provide assistance in helping Trainees and Supervisors overcome any issues that may interfere with job performance
- Be involved in all disciplinary actions

The Coordinator is available to assist you if the need arises. You do not need to wait for a regularly scheduled visit to contact the Coordinator.

■ Training Services

Safety equipment, occupational uniforms, industrial clothing or clothing specific to your

training program that is not provided by the training site, may be provided by the Northwest Workforce Council. Please inform your Coordinator if your worksite requires such items.

If accommodations are needed and are not provided by the worksite, please inform your Coordinator.

■ Worksite Agreement

Your Coordinator must be notified **before** telling the candidate if they have been selected. You and your Coordinator must establish and agree on the start date and work schedule before notifying the Trainee they may begin paid work. Your Coordinator will assist in preparing the Worksite Agreement for signatures.

The NWC does not authorize work to be performed for pay until the written Worksite Agreement is completed and signed.

Details of the Trainee's work schedule and signatures take place at the worksite. This schedule is written on the Worksite Agreement, and signed by the worksite Supervisor, the Coordinator and the Trainee. A Trainee's work week may be up to a maximum of forty (40) hours per week and no more than eight (8) hours per day.

The NWC may conduct workshops and require other Trainee commitments that may reduce the number of work hours. These commitments are identified in advance and will appear on the Worksite Agreement. Once the Worksite Agreement is completed and signed, your Trainee can begin work.

The Coordinator, in cooperation with the Training Worksite Supervisor, will monitor the progress and performance of each Trainee.

■ Worksite Folder

Your Coordinator will provide a **worksite folder**, to be kept at your worksite, and which contains copies of:

- ✓ Worksite Time Records
- ✓ Worksite Agreement
- ✓ Job Description
- ✓ Payroll Schedule
- ✓ Work Readiness Profile
- ✓ Emergency Medical Information
- ✓ Worksite Accident Report Form
- ✓ Your organizations COVID-19 Safety Procedures

For Trainees under the age of 18:

- ✓ Authorization for Medical Treatment of a Minor

- ✓ Parent School Authorization
- ✓ Minor Work Permit

Keep the on-site folder current and at the worksite. Please contact your Coordinator whenever questions, issues, or concerns arise.

Skill Training in a Training Program

■ The Job Description

It is important that clear, precise descriptions of **all** the work to be performed by Trainees are included in the job description. This is your organization, so you know the duties, tasks and supervision required. The job description includes the amount and kind of supervision the Trainee receives.

Key points to keep in mind are:

- What qualifications do you require, and what results do you expect from an entry level employee;
- Separate what you consider to be minimum standards of performance for entry level from those skills that can be learned on-the-job; and
- Write job descriptions on your organization's letterhead and use the template provided in this packet – contact the local office nearest you for assistance for project descriptions requiring the placement of a work crew. A copy of the Job Description Template is located on pages 20 and 21.

■ Workforce Skills Standards & Foundation Skills

To succeed at any job, an employee has to know how to do certain things or must exhibit certain behaviors. The Workforce Skill Standards and Foundation Skills describe these skills. The United States Department of Labor, the NWC and local employers have identified these skills as necessary in obtaining and keeping a job. These Workforce Skills Standards and Foundation Skills have been built into our training services.

Workforce skills are defined by employers as those skills necessary in any workplace and, once learned, can be transferred to any other job. In most cases, these skills are learned in the workplace while the Trainee is on-the-job.

Workforce skills should be embedded in the job description:

- What *resources* will be involved?
- How is *information* a part of the task?
- What *interpersonal skills* will be required?

- What *systems* do you need to understand?
- What technology, tools, and equipment are involved?

Think of the tasks at your worksite in terms of these skills. This will help the Trainee see the relationship between these skills and what they will do at your worksite. A complete list of the Workforce Skill Standards and Foundation Skills appears on pages 18 and 19. The presence of workforce skill designations for each task in your job description serves as an important teaching tool, making it easier to relate work the Trainee is doing for you to work the Trainee may do for another employer in the future. Your job description will help teach both the job and the concept of *Transferrable Skills*.

■ Transferrable Skills

A critical element of the Training is providing Trainees with the opportunity to understand and practice *transferrable skills*, i.e., the skills that underlie specific tasks written in your job description. A Trainee must learn that each skill can be transferred from one task to another and one job to another in order to see the value in identifying the skills used in each task. In other words, if a specific element in your job description reads, “*must input customer information into computer database*”, it is important to teach the Trainee that this is a skill that can be *transferred* to a future job. Another example is the friendly demeanor valued in customer service jobs, which easily transfers, and is an asset in any job. Transferrable skills have immense value and should be developed, reinforced, and emphasized. These skills provide clear targets for communicating job performance expectations to a Trainee.

■ The Supervisor as Trainer & Mentor/Coach

As a Supervisor you are the trainer who:

1. Provides a work environment where the Trainee can learn and practice workplace skills and behaviors plus occupational skills
2. Provides structured, well-supervised work that promotes good work habits
3. Builds a strong foundation of employment competencies and teaches the discipline of work
4. Prepares the Trainee for employment in the community by teaching or enhancing occupational skills and by allowing the Trainee to perform important and meaningful work
5. Provides a worksite that builds basic and higher order thinking skills through the work performed by the Trainee
6. Ensures that tasks and jobs are completed to the satisfaction of the worksite

As a Supervisor, you will also serve as a mentor/coach to your Trainee. This means simply that you will serve as a role model for appropriate behavior in the workplace and provide "technical" assistance and workplace expertise to the Trainee, as well as giving support and encouragement.

Integrating work and learning is a powerful motivator for Trainees. It assures skills taught are relevant to the workplace. It further emphasizes application of learned skills

in a variety of work-related situations in future jobs, as well as while Training with you. By selecting appropriate goals which involve clear task descriptions and define training and learning explicitly, the Trainee will be able to apply newly learned skills in a variety of work-related situations.

■ General Orientation

Provide your Trainee with an orientation to your workplace and work culture.

See that your Trainee is familiar with:

- ☐ Procedures for reporting to work and for receiving work assignments
- ☐ Where to park
- ☐ Rules and regulations of the agency, especially those which pertain to the Trainee
- ☐ Appropriate dress for the job
- ☐ Guidelines for use of cell phones, texting
- ☐ Any restrictions on displays of piercings, body art
- ☐ The telephone number to call if Trainee is late or absent from work
- ☐ Location of restrooms, schedule of breaks and break areas
- ☐ Smoking regulations
- ☐ Provide each Trainee with a worksite tour and an introduction to coworkers
- ☐ Provide each Trainee with instructions for any equipment they are to operate
- ☐ What to do if they are hurt on the job
- ☐ How they will be evaluated (Work Readiness Profile on pages 22 and 23)
- ☐ General safety training and COVID-19 prevention measures for the worksite and all equipment they are to operate

■ Daily Supervision

As a Supervisor, you should not underestimate the value of your role as trainer and mentor/coach to the Trainee. The time you spend teaching and coaching Trainees is an investment in *your* workplace and in *their* future. The encouragement you provide will affect the motivation of the individual to continue in work or school.

Daily supervision should involve:

- Assigning work that teaches the Trainee the skills needed to succeed in ANY workplace
- Developing occupational skills related to the Trainee's job, such as: a) vocabulary, b) safe and proper use of tools and equipment, and c) methods for completing job-specific tasks
- Providing an understanding of the world of work: a) potential career paths, b) educational requirements and opportunities, and c) agency policies and procedures

As a Supervisor you agree to take on these responsibilities:

- ☐ Review the job description with the Trainee, develop work goals

- ☐ Review work progress as needed bi-weekly on the Worksite Time Record
- ☐ Provide Trainees with instructions on the proper use and safety features of all tools, machines, equipment, and technology that may be used
- ☐ Provide adequate levels of work for the Trainees, and assist scheduling of their assignments, activities, and hours
- ☐ Role model good work habits and attitudes
- ☐ Maintain on-going communication with your Coordinator, so that he or she knows the Trainee's issues and accomplishments
- ☐ Accommodate the other training activities the Trainee is scheduled to take part in
- ☐ Make certain that the Trainees are provided with a paid rest break of no less than ten minutes for each four hours worked. Trainees shall not work more than five hours without being provided an unpaid meal period of at least 30 minutes
- ☐ Meal period is separate and distinct from breaks

■ Work Readiness Profile

- The Work Readiness Profile is an opportunity to give feedback to the Trainee and Coordinator on the strengths and development of the Trainee.
- Supervisors are expected to complete Work Readiness Profiles.
- This report documents the performance and skill attainment of each Trainee.
- The frequency of the reports is identified in the Trainee's Worksite Agreement.
- These reports must be reviewed by and explained to the Trainee then forwarded to your Coordinator.
- It is important to rate the Trainee as you would any employee--to provide honest, accurate feedback and to set goals for improvement.
- After reviewing the Work Readiness Profile with the Trainee and it has been signed by both you and the Trainee, keep a copy in the Worksite Folder and return the original or send a scan to your Coordinator.

A copy of the Work Readiness Profile is in the Attachments on pages 22 and 23.

Personnel Policies for Trainees Funded Through the Northwest Workforce Council

■ Equal Employment Opportunity

The Northwest Workforce Council is firmly committed to Equal Employment Opportunity. It is against the law for the Northwest Workforce Council and its service providers, as recipients of Federal financial assistance, to discriminate on the following bases: Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I—financially assisted program or activity.

WorkSource is an Equal Opportunity partnership of organizations that provide employment and training services. Auxiliary aids and services are available upon request to people with disabilities

■ Sexual Harassment

Harassment on the basis of sex is a violation of Title VII of the Civil Rights Act and RCW 49.60. Although a difficult and sensitive issue, sexual harassment is inappropriate, offensive, and illegal and will not be tolerated by the Northwest Workforce Council. The NWC will take an affirmative role in protecting its participants from sexual harassment. Supervisors have a duty to protect employees from sexual harassment and to report any alleged incidents or concerns.

Sexual harassment is deliberate or repeated behavior of a sexual nature which is unwelcome. It can include, but is not limited to: unwanted sexual comments, suggestions, jokes; suggestive, nonverbal behavior; pressure for sexual favors; or unwanted, unwelcome physical contact.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct constitute sexual harassment when:

- It is part of a Supervisor's decision to hire or fire, decision to discipline, or retain Trainee, or to impose any other terms and conditions on an individual's employment
- It is used to make other employment decisions such as job assignments and work schedules
- It interferes with the Trainee's work performance
- It creates an intimidating, hostile, or offensive work environment

If any Trainee believes sexual harassment is taking place, each has been instructed to

inform the immediate Supervisor or Coordinator.

No Trainee will suffer retaliation for reporting such concerns.

■ In Case of Injury or Accident

Trainees injured while on the job are covered by Washington State Industrial Insurance. When filling out the insurance form, list the NWC as the employer. Health insurance is not provided for sickness or injury that is not work related.

In case of injury, the Trainee has been instructed to contact the worksite Supervisor immediately and then go directly to a doctor or hospital for care if applicable. You must notify your Worksite Coordinator within 24 hours of the accident or injury. The Emergency Medical Information and the Authorization for Medical Treatment of a Minor forms are kept in the Worksite Folder for each individual Trainee at the worksite. These forms will insure proper and immediate care in the event of a medical emergency. Samples of these forms are located in the Attachments on pages 25 and 26.

■ Conditions for Employment of Minors

The Washington State Department of Labor and Industries requires that certain employment conditions and standards be met for participants under the age of 18. A summary of pertinent sections of this law may be provided by your Coordinator, if needed.

■ Minor Work Regulations

A Minor Work Permit must be posted on any job site hosting a Trainee under 18 years of age. Your coordinator will provide you with the Northwest Workforce Council

Your Coordinator will provide you with a current copy of the Minor Work Permit.

Minor Work Permit, as the Council is considered the employer for purposes of payment of wages, and supplying Department of Labor and Industries required coverage of industrial insurance and the Minor Work Permit.

Post your Permit

A copy of the Minor Work Permit must be posted in each location where the Trainee works.

■ Disciplinary Actions

If a Trainee does not meet the worksite standards and expectations of employment, appropriate corrective or disciplinary action should be taken. Regardless of the cause or behavior causing this action, every effort to solve problems should take place prior to termination of a Trainee from a worksite.

These efforts should include:

- Informal resolution of the problem with the involved parties
- Notification to your Coordinator if informal resolution is not satisfactory

A written Corrective Action Notice is issued to the Trainee by the Coordinator. The notice will state the reasons for corrective action, give explanations, state improvement required, the results if not corrected, and give start and end dates of the correction period. All terminations for disciplinary reasons are carried out by the Coordinator, not the worksite Supervisor. If you feel termination is required, contact your Coordinator immediately.

Trainees are notified of activities and actions that will result in immediate termination from work. An excerpt from the Trainee Handbook (below) provides a list of broad categories of activities that results in immediate firing:

- Refusal to follow rules, regulations, and job instructions as set by your Supervisor
- Forging or falsifying Worksite Time Records or program documents and/or dishonesty
- Drug or alcohol use or possession
- Continuous absenteeism or refusal to participate in training activities
- Lack of progress in your training program
- If you miss work without notifying your Supervisor
- Sleeping on the job
- Bullying or sexual harassment of any kind

If there is a problem at the worksite:

1. The Trainee and Supervisor should discuss it and work toward a satisfactory resolution.
2. If a resolution is not or cannot be reached, contact the Coordinator immediately
3. In the event the Trainee is uncomfortable speaking with a Supervisor about the problem, the Coordinator is available to discuss it with the Trainee.

We encourage worksite Supervisors to include Coordinators in any discussion of problems with Trainees. In most cases, difficulties on the job can be resolved easily if the Trainee speaks to the Supervisor or Coordinator.

Trainees receive a copy of the Personnel Policies in the Trainee Handbook. If you would like a copy of the Trainee Handbook, your Coordinator will provide it.

■ COVID-19 Prevention

The Department of Labor & Industries (L&I) requires employers to provide a safe and healthy workplace and to implement the Governor's proclamation to ensure coronavirus prevention. Supervisors must ensure social distancing for trainees; frequent and adequate trainee handwashing; and that sick Trainees stay home.

During orientation, Coordinators will provide Trainees with general workplace hazard education about COVID-19 and how to prevent transmission in the language best understood by the trainee. Supervisors must educate trainees on the COVID-19 prevention procedures and policies specific to the worksite. These policies must be outlined in the training site's COVID-19 Worksite Safety Procedures

In the event that a Trainee has been exposed to COVID-19, they must contact the worksite Supervisor and notify their Coordinator within 24 hours.

Payroll

■ Pay Periods and Time Records

The Northwest Workforce Council is the employer and pays the wages of Trainees. Pay periods are two weeks long, beginning Saturday at 12:01 a.m. and ending Friday at midnight. At the end of the two-week period, a Worksite Time Record must be turned in. The paycheck for this pay period will be direct deposited to the Trainee's bank account by the following Friday. A sample Worksite Time Record is located on page 27.

All accounting and payroll is handled by the NWC.

The Trainee's record of hours of work and other approved activities must be recorded daily on the Worksite Time Record Form. One copy is kept at the worksite and the original, with signatures, must be submitted electronically to your worksite's Coordinator on the last day of the pay period.

If a Worksite Time Record is not submitted on time, the Trainee will have to wait until the next payday to receive a check. You will be given an electronic copy and supply of Worksite Time Record forms. Please contact your Coordinator for more forms before your supply is depleted or if the Trainee's information requires updating in which case a new set of Time Record Forms will be made available. It is the Trainee's responsibility to complete and submit their time record on time.

■ Trainee Work Schedule

Trainees shall not work more than eight (8) hours per day. No Trainee shall work more than five (5) days a week and no more than forty (40) hours in a week.

Each Trainee's specific work schedule is detailed in the Worksite Agreement. The Worksite Agreement will detail any specific classes and activities which the Trainee is scheduled to attend.

Trainees do not receive paid sick leave. If a scheduled work time is missed, please **indicate ONLY excused or unexcused** on the Worksite Time Record. Under no circumstances document illness, injury, or medical information. Any day missed will not be included in the total hours worked for that particular pay period.

Trainee wages represent payment for the hours they have worked. The check is issued to the Trainee and should be cashed only by the addressed.

■ Supervisor's Worksite Time Record Responsibilities

Supervisors are responsible for verifying accurate time and attendance records are kept for each Trainee. It is very important that a Trainee's Worksite Time Record is completed correctly. As the Supervisor reviewing a Worksite Time Record, you need to be aware of the following:

- ☐ Make sure that the hours worked for each day are *actual hours* on the job.
- ☐ Mark the number of hours on the Worksite Time Record in the spaces marked "Work Hours".
- ☐ Time should be reported to the nearest quarter hour; express partial hours as decimals, not fractions. (.25, not 1/4)
- ☐ Hours of attendance in other approved program activities (school, workshops, etc.) should not appear as work hours on the Worksite Time Record.
- ☐ Hours for lunch also should not appear as work hours; Trainees do not get paid for lunch.
- ☐ Work hours must be recorded daily. It is the responsibility of the Supervisor to ensure that all hours recorded in advance as worked by the Trainee actually occur.
- ☐ The Trainee's progress must be noted on the Worksite Time Sheet as either Progress Satisfactory or Needs Improvement.
- ☐ In the event that hours need to be adjusted (up or down), the Supervisor must call the Coordinator assigned to the worksite.
- ☐ Review the Worksite Time Record for completeness and accuracy with each Trainee before signing.

Make sure that all Worksite Time Records are filled out **in ink**. Penciled entries are not acceptable. Worksite Time Records with erasures, cross outs, corrections, etc., cannot be processed unless the correction(s) are initialed by the Supervisor or Coordinator. Worksite Time Records with white-out will not be accepted.

The Supervisor or alternate Supervisor must review the accounting of work time with each Trainee and then sign the Trainee's Worksite Time Record to verify hours worked. **Worksite Time Records will not be processed without both the Supervisor and Trainee's signatures.** Your Coordinator will also review the Worksite Time Record and consult with the Supervisor if there are any questions.

Worksite Time Records need to be completed on time to ensure the Trainees receive their paychecks on time.

For any NWC trainees, please submit documents in any of the following manners:

1. Scan the signed time record, including a completed progress report and provide this completed time record via email to the NWC Coordinator working with your trainee at insertCoordinatorEmail@workforcenorthwest.org;

OR

2. Fax the signed and completed time record and progress report to 360-671-4948;

OR

3. For training agencies that do not have access to either a fax or scanner, email a smart phone picture of the signed time record and progress report to the NWC Coordinator working with you, to their email: _____@workforcenorthwest.org;

Please make sure your trainee has their updated address on the time record. Paychecks will be directly deposited in the trainee's bank account.

Worksite Time Records need to be completed on time to ensure the Trainees receive their paychecks on time. A sample copy of the Payroll Schedule is on page 28.

■ Monitoring

Any site selected will be required to agree that the NWC or its agents, which may include the United States Department of Labor, Washington State Employment Security Department, and others deemed to be agents, have the right to inspect the worksite and such Training Worksite records as may be deemed necessary and appropriate to ascertain compliance with the submitted proposal, Workforce Investment Act law and/or regulations, and the laws of the United States and the State of Washington.

■ Additional Information Available

The Training Worksite Application contains the requirements and criteria for developing the job (or project) description and other information helpful to understanding the relationship between the NWC and the Training Worksite. Please let your Coordinator know if you would like a copy of this information.

Each Trainee receives a copy of the NWC's Trainee Handbook. Trainees are expected to be productive members of your organization's work team. Coordinators review this personnel handbook with each Trainee prior to starting the Training. This Supervisor Handbook contains excerpts from the Trainee Handbook. If you would like a copy of the Trainee Handbook, your Coordinator will provide it.

Attachments of Sample Documents

Worksite Agreement	17
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WORKSITE AGREEMENT

Trainee:	Phone:
Northwest Workforce Council 101 Prospect Street/P.O. Box 2009 Bellingham, WA 98227 Your Coordinator is: Click here to enter text.	Site: Click here to enter text. Supervisor: Click here to enter text. Phone: Click here to enter text.

Activity/ Options	Work Schedule
Trainee Placement Wage Rate: Click here to enter text. Placement as: Click here to enter text.	Schedule: Click here to enter text. Start Date: Click here to enter text. End Date: Click here to enter text.
Work Readiness Evaluation Work Readiness Profile (WRP)	WRP #1 Due: Click here to enter text. WRP #2 Due: Click here to enter text. WRP #3 Due: Click here to enter text.
Other:	

SPECIAL CONDITIONS
<p>The goal of Trainee employment is to build and develop your Work Readiness skills. The evaluation of Work Readiness is documented through the "Work Readiness Profile". You will be evaluated at least twice as detailed above.</p> <p>Trainees must not be required to work more than 5 consecutive hours without an unpaid meal period of at least 30 minutes. Individuals must be allowed a paid rest period of not less than 10 minutes for each 4 hours worked.</p> <p>All employers are required to ensure that the health and safety standards established under Federal and State law are implemented at your worksite. Additionally, both you and your employer must comply with the general requirements defined by the Department of Labor and Industries for the prevention of COVID-19 (www.lni.wa.gov/forms-publications/F414-164-000.pdf)</p> <p>You will call at least 1 hour prior to work start time in the event of an absence or tardiness. Two unexcused absences will lead to termination from the worksite.</p> <p>Make contact with your Coordinator at least once every two weeks and notify promptly if there is any change in your address, phone number or if you are experiencing problems that could affect your work.</p>

Signature indicates agreement with the specific training activities shown on this Agreement, and certification that Supervisor has received and read the Supervisor Manual, understands conditions therein, and has received an orientation as a training site from the Coordinator.

Worksite Supervisor Date	NWC Coordinator Date
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I have participated in the development of this Worksite Agreement and agree to comply with the contents. I have received and read my Trainee Manual and understand my responsibilities. Failure to comply with the conditions of employment may be cause for my termination. I authorize the parties of this agreement to release information related to this training that includes information regarding attendance, performance and certifications. This release expires upon program completion and follow-up services.

Trainee Signature Date



Workforce Skill Standards

Employers Hire People Who Have These Skills:

<p>RESOURCES</p> <ul style="list-style-type: none"> ❑ Time <ul style="list-style-type: none"> – Articulates the organization's expectations for attendance and punctuality & adheres to them. ❑ Money <ul style="list-style-type: none"> – Uses or prepares budgets. ❑ Materials & Facilities <ul style="list-style-type: none"> – Acquire, store and distribute materials, supplies, parts equipment, space or final products efficiently. ❑ Human Resources <ul style="list-style-type: none"> – Distributes work, evaluates performance and provides feedback. 	<p>SYSTEMS</p> <ul style="list-style-type: none"> ❑ Understands Systems <ul style="list-style-type: none"> – Organizes, processes and maintains written or computerized records and other forms of information to better function within the system. – Articulates expectation for functioning within the social or organizational systems. – Identifies employer expectations and acceptable work behaviors and their effects. ❑ Monitors & Corrects Performance <ul style="list-style-type: none"> – Distinguishes trends. – Predicts impact of actions on system operations. – Analyzes problems within the system or organization and takes necessary action to correct performance. ❑ Improves & Designs Systems <ul style="list-style-type: none"> – Makes suggestions to modify existing systems to improve products or services. – Develops new or alternative systems.
<p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> ❑ Participates as a Team Member <ul style="list-style-type: none"> – Works Cooperatively with others. – Contributes to group with ideas and suggestions. – Encourages and motivates an individual or group. – Demonstrates speaking, listening, writing and interacting skills sufficient to participate as an effective team member. – Communicates thoughts, feelings and ideas to justify a position. ❑ Teaches Others <ul style="list-style-type: none"> – Effectively organizes and presents information to teach others. ❑ Serves Customers / Clients <ul style="list-style-type: none"> – Works and communicates with clients and customers to satisfy their expectations. – Presents self in a positive manner. ❑ Exercises Leadership <ul style="list-style-type: none"> – Encourages, negotiates, and motivates an individual or group. – Responsibly challenges existing procedures, policies or authority. ❑ Negotiates to Arrive at a Decision <ul style="list-style-type: none"> – Works cooperatively with others to arrive at a decision. – Communicates thoughts, feelings and ideas to justify a position. ❑ Works With Cultural Diversity <ul style="list-style-type: none"> – Works well with men and women and with a variety of ethnic, social or educational backgrounds. 	<p>INFORMATION</p> <ul style="list-style-type: none"> ❑ Acquires & Evaluates Information <ul style="list-style-type: none"> – Identifies employer expectations and acceptable work behaviors. – Acquires community resources to achieve personal needs. – Identifies employer expectations for safe, efficient and productive use of equipment. ❑ Organizes & Maintains Information <ul style="list-style-type: none"> – Organizes, processes and maintains written or computerized records and other forms of information in a systematic fashion. ❑ Interprets & Communicates Information <ul style="list-style-type: none"> – Selects and analyzes information to make decisions and/or to use forms and/or documents. – Communicates thoughts, feelings and ideas to justify a position. – Selects and analyzes information and communicates the results to others. – Effectively interprets and presents information during interviews and while teaching others. ❑ Uses Computers to Process Information <ul style="list-style-type: none"> – Employs computers to analyze and communicate information. – Organizes, processes and maintains computerized records and other forms of information. – Selects and analyzes information and communicates the results to others using computers.
<p>TECHNOLOGY & TOOLS</p> <ul style="list-style-type: none"> ❑ Selects Technology <ul style="list-style-type: none"> – Understands various technologies to select which set of procedures, tools and/or machines produce desired results. ❑ Applies Technology to Task <ul style="list-style-type: none"> – Selects and analyzes information and communicates the results to others. – Selects and applies the most effective technologies to accomplish a task. ❑ Maintains & Troubleshoots Technology <ul style="list-style-type: none"> – Prevents, identifies and solves problems related to maintaining and troubleshooting technology. 	<div>  <p>is a partnership of equal opportunity organizations that provide employment and training services. Auxiliary aids and services are available upon request to persons with disabilities.</p> <p>Relay Services: 711</p> </div>



Foundation Skills

Revised 04/07/2015

Employers Need People Who Have These Skills:

The Foundation Skills and Workforce Skill Standards represent the skills, attributes and characteristics employers in this community are looking for when hiring and promoting workers.



BASIC SKILLS

- ❑ **Reading**
 - Locates and interprets technical vocabulary and key messages from written information in prose and documents.
- ❑ **Writing**
 - Communicates thoughts and key information in writing; records information completely and accurately.
- ❑ **Arithmetic**
 - Performs basic computation and makes estimates without a calculator; uses basic numerical concepts, including whole numbers, percentages, charts, etc. to display information.
- ❑ **Mathematics**
 - Approaches practical problems using mathematical techniques; expresses mathematical concepts orally and in writing; and understands the role of chance in the occurrence and prediction of events.
- ❑ **Listening**
 - Receives, interprets and responds appropriately to verbal messages and other clues such as body language; for example, to comprehend, to learn, to critically evaluate, to appreciate, or to support the speaker.
- ❑ **Speaking**
 - Organizes ideas and speaks clearly; communicates appropriate to listeners and situations; participates in conversations, discussions and group presentations; asks questions when needed.

THINKING SKILLS

- ❑ **Creative Thinking**
 - Uses imagination freely; combines ideas or information in new ways, makes connection between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.
- ❑ **Decision Making**
 - Specifies goals and constraints, generates alternatives, considers risks, evaluates and chooses best alternative.
- ❑ **Problem Solving**
 - Recognizes that a problem exists (and that there is a discrepancy between what is and what should or could be); identifies possible causes; creates, implements, and revises plan.
- ❑ **Seeing Things in the Mind's Eye**
 - Organizes and processes symbols, pictures, graphs, objects or other information; for example, sees a building from a blueprint or the taste of food from reading a recipe.
- ❑ **Knowing How to Learn**
 - Recognizes and applies new knowledge and skills in both familiar and changing situations and is aware of learning tools (e.g. learning styles), formal learning strategies (e.g. note taking), and informal learning strategies (e.g. awareness of unidentified false assumptions that may lead to faulty conclusions).
- ❑ **Reasoning**
 - Discovers a rule or principle underlying the relationship between two or more objects; uses logic to draw conclusions.

PERSONAL QUALITIES

- ❑ **Responsibility**
 - Exerts a high level of effort and perseverance toward goal attainment; works hard to become excellent at doing tasks even when assigned an unpleasant task.
- ❑ **Self-Esteem**
 - Believes in own self-worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities.
- ❑ **Social**
 - Demonstrates understanding, friendliness, adaptability, empathy and politeness in new and on-going group settings; asserts self in familiar and unfamiliar social situations.
- ❑ **Self-Management**
 - "Self-starter"; assesses own abilities accurately and sets well-defined and realistic personal goals; monitors progress toward goals and motivates self; exhibits self-control (responds unemotionally and non-defensively).
- ❑ **Integrity and Honesty**
 - Can be trusted; recognizes when faced with making an honest or dishonest decision based on values; understands the impact of violating organizational beliefs and chooses an ethical course of action.

WorkSource Skagit
2005 E. College Way, Mount Vernon

WorkSource Whatcom
101 Prospect Street, Bellingham

WorkSource Whidbey
285 NE Kettle St. Ste. 102, Oak Harbor

Job Description Template

(This Template is a guide to developing and formatting a job description)

(Please use Your Organization's Letterhead)

Name of Training Worksite:
Type of Business/Organization:
Contact Name & Telephone:
Contact e-mail:
Address:
City & Zip Code:

Job/Project Title:

Worksite Location (where the work will take place):

Number of Trainees:

Name of Supervisor(s) on Project:

Alternate Supervisor(s) Name:

Contact Phone(s) during work hours (if different than above):

JOB DESCRIPTION

General – *A brief description of what the work or project will accomplish, the scope and purpose of the project and the value of the work to be done.*

Work Schedule – Specific hours and days of the week

Start Date:

End Date:

List the Specific Skills which will be Learned

Workplace Skill Standards (see attached)

- a. *Using the attached **Workforce Skill Standards**, please check off the Workforce Skill Standards which you expect to be achieved during the training program*
- b. *O*NET (www.onetonline.org) can be used as a reference tool for this task*

DUTIES AND RESPONSIBILITIES – *List the specific duties and tasks which will be the regular function and responsibility of the Trainee:*

REQUIREMENTS / OCCUPATIONAL SKILLS – *List the minimum occupational qualifications initially required to do the work:*

LIST THE SPECIFIC SKILLS WHICH WILL BE LEARNED –

DRESS CODE – *Indicate appropriate attire including and safety gear required for the worksite:*

EQUIPMENT PROVIDED – *Describe any applicable equipment, tools and machinery the Trainee will use, and applicable safety procedures for the workplace:*

JOB SITE TRANSPORTATION NEEDS – *Explain what transportation will be necessary, if any; vehicles required at job site and estimated miles round trip:*

ON SITE TRAINING AND FORMAL TRAINING – *Describe the training, instruction and other related activities to be provided which will acquaint Trainees with technical skills, upgrade skills and enhance their employability; both on-site and/or formal training your place of business will provide or arrange for:*

ADDITIONAL PROVISIONS – *Are there any work-enabling clothing/ tools/ protective gear, licenses, etc. that are required to perform job duties which are not supplied by employer? Please Circle one: **Yes** or **No** If Yes, Please name:*

Authorized Supervisor Signature

Print Name

Date

Northwest Workforce Council Work Readiness Profile

Trainee _____ Job Title _____ Coordinator _____

Completed by the Trainee's supervisor, the Work Readiness Profile will help evaluate the Trainee's attainment of basic work readiness skills.

Objectives

- Develop and evaluate the critical learning skills and behaviors that will help bring about success in the workplace.
- Set the standards and expectations of the trainee's performance, work ethic and attitude.

Directions

- For each evaluation area, there is a rating that describes the trainee's performance: Below Satisfactory, Improving, Satisfactory, and Above Satisfactory
- Place the number associated with the rating on the SCORE column for each area and add comments as necessary.

1. COMMITMENT TO QUALITY – Gives best effort, evaluates work, and completes work to quality standards and/or expectations.

Below Satisfactory =1	Improving =2	Satisfactory =3	Above Satisfactory =4
Rarely gives best effort, does not evaluate work and rarely responds to feedback. Work is completed <u>inconsistently</u> and quality is often unsatisfactory. Problems exist which may lead to discipline or termination.	Usually gives best effort, evaluates work, and utilizes feedback. Completes work, but does not consistently meet expected standards. Problem areas are being worked on.	Consistently gives best effort, evaluates work, and utilizes feedback. Completes work to quality standards. Meets Expected standards.	Exceeds quality standards. Gives best effort, evaluates work and fully utilizes feedback. Exceeds expected standards.

SCORE: _____ Additional Comments: _____

2. WORK HABITS – Displays initiative, flexibility, and time management.

Below Satisfactory =1	Improving =2	Satisfactory =3	Above Satisfactory =4
Reluctant to begin work or remain on task. Time often not used well. Poor reaction when given new assignments. Problems exist which may lead to discipline or termination.	Usually begins and remains on task. Needs occasional prompting. Good use of time. Usually adjusts well to new assignments and situations. Problem areas are being worked on.	Consistently begins and remains on task without prompting until the work is completed. Uses time effectively. Consistently adjusts well to new situations. Meets expected standards.	Exceeds work habits. Begins and remains on task until the work is completed. Maximizes time available. Very flexible adjusting to new assignments and shows initiative. Exceeds expected standards.

SCORE: _____ Additional Comments: _____

3. **COMMUNICATION** – Reads with comprehension, writes with skill, and communicates effectively and responsibly in a variety of ways and settings.

Below Satisfactory =1	Improving =2	Satisfactory =3	Above Satisfactory =4
Seldom understands and interprets information accurately. Communication is vague and unorganized. Minimal use of available resources. Lack of effort evident. Problems exist which may lead to discipline or termination.	Usually makes an attempt to understand and interpret information correctly. Demonstrates some ability to communicate clearly and in an organized manner. Inconsistently uses appropriate resources. Problem areas are being worked on.	Consistently understands and interprets information accurately. Presents information in a clear and organized manner using appropriate methods and resources. Meets expected standards.	Exemplary skills in understanding and interpreting information accurately. Communicates in a clear, organized and engaging manner using a variety of methods and resources. Communicates effectively in a variety of situations. Exceeds expected standards.

SCORE: _____ Additional Comments: _____

4. **INTERPERSONAL EFFECTIVENESS** – Works effectively with others and contributes productively as a member of a work team.

Below Satisfactory =1	Improving =2	Satisfactory =3	Above Satisfactory =4
Demonstrates inappropriate interpersonal behaviors. Improvement needed in treating others with respect. Rarely contributes to group efforts. Problems exist which may lead to discipline or termination.	Usually shows positive interpersonal behaviors. Generally respectful to others. Makes some contribution to group efforts. Problem areas are being worked on.	Consistently shows positive interpersonal behaviors and is always respectful. Contributes significantly to group efforts. Meets expected standards.	Facilitates positive group dynamics and respectful environment. Demonstrates leadership that plays a significant role in the success of group. Exceeds expected standards.

SCORE: _____ Additional Comments: _____

5. **ATTENDANCE AND PUNCTUALITY** – Contributes to the work environment in a consistent and responsible manner.

Below Satisfactory =1	Improving =2	Satisfactory =3	Above Satisfactory =4
Excessive level of absences or tardiness. Poor notification. Minimal signs of efforts to improve. Absences and lateness limit opportunities to contribute and consistently impact performance. Problems exist which may lead to discipline or termination.	Usually on time and present. Absences and tardiness still impact performance. Making an effort to improve attendance and punctuality. Needs improvement in notification of absence or tardiness. Problem areas are being worked on.	Consistent on time and present. Late or absent notification given in a timely manner. Meets expected standards.	Exemplary self-discipline related to attendance, punctuality and notification. Has made a commitment to attendance and punctuality and has a perfect or near perfect record in both. Exceeds expected standards.

SCORE: _____ Additional Comments: _____

Worksite Supervisor Signature

Trainee Signature

Date
Work Readiness Profile doc Revised 12/2/2021

Northwest Workforce Council

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265 NE Kettle St., Ste. 102, Oak Harbor, WA 98277 - 360.675.5966 • PO Box 1696 (540 Guard Street #210), Friday Harbor, WA 98250 - 360.378.4662
- www.nwboard.org -

Name of Trainee _____

ACCIDENT REPORT

Date & Time of Injury: _____

Location: _____

Describe How The Injury Occurred:

Action(s) Taken:

(OK to continue on back of form)

Completed by: _____ Date: _____

Please submit this form to your supervisor within 24 business hours of incident

Information to be Completed by Supervisor

Trainee Worksite Information:

Job Title: _____

Worksite: _____

Supervisor: _____

Hours work per day: _____

Hours work per week: _____

Hourly wage: _____

Is time loss from work going to be a result of the injury? ___ No ___ Yes

Was injured worker a minor? ___ No ___ Yes

Were Minor Regulations violated? Explain:

Staff Signature: _____ Date: _____

Revised December 12/3/2021

Emergency Medical Information

Name: _____ Age: _____

Phone: _____ Cell Phone: _____

Doctor: _____ Dr. Phone: _____

Date of last tetanus immunization: _____

Do you have any functional limitations (e.g. lifting, standing, reading fine print) or items/environments you need to avoid (e.g. bees, latex, fragrance)? Please list them:

If there is a work related accident or injury and the above individual requires medical attention, the person should be taken to a doctor or hospital emergency room.

This person is covered by Labor and Industries Industrial Insurance and the EMPLOYER should be listed as Northwest Workforce Council. You must contact Northwest Workforce Council within 24 hours of the injury.

IN CASE OF EMERGENCY PLEASE CONTACT

Name: _____ Relationship: _____

Phone: _____ Cell Phone: _____

Revised 10/2016

Authorization for Emergency Medical Treatment of a Minor

The person who signs below gives consent and authorization for emergency medical treatment by any licensed physician for:

(Name)

Permission is given for the administration of necessary treatment when the parent (s) or guardian cannot be reached. This consent may include, but is not limited to:

- Use of necessary anesthetics
- Medical treatment
- Test X-ray examinations
- Transfusion
- Injection
- Performance of any surgical procedures thought to be necessary.

I understand that this authorization is given in advance of any specific diagnosis, treatment, or hospital care being required.

This consent is being given to provide authority to the attending physician so that the physician's best judgement may be exercised in the event of an accident or emergency.

Signature of parent *date*

OR

Signature of legal guardian *date*

Revised 10/2016

WORKSITE TIME RECORD

COUNTY: Choose an item. **ACTIVITY:** Choose an item. **PROGRAM:** Choose an item. **PROGRAM:** Choose an item.

WORKSITE TYPE: Choose an item. **WAGE:** **COORDINATOR:** **START DATE:**

WORKSITE:

Click or tap here to enter text.

SUPERVISOR:

(Last Name, First Name, Middle Initial)

ALT. SUPERVISOR:

Click or tap here to enter text.

Mailing Address

Click or tap here to enter text.

City, Zip code

☐ **NOTE: ADDRESS HAS CHANGED**

1. Correct any errors or changes in your address
2. Time Record must be filled out in **INK, LEGIBLE, NO WHITEOUT**
3. Time is to be entered in decimals (.25, .5, .75), round up
4. **Only** enter actual hours worked in the row marked "A. Hours Worked."
5. Corrections are crossed out with a **single line** and initialed **by BOTH the trainee and the supervisor**
6. If a scheduled work time is missed, please indicate **ONLY** excused or unexcused in "Performance Comments" at the bottom of the page.

PAY PERIOD BEGINNING _____ **AND ENDING** _____ **EVALUATION DUE DATE** _____

	DAY	SAT	SUN	MON	TUES	WED	THU	FRI	SAT	SUN	MON	TUES	WED	THU	FRI
	DATE														
A. Hours Worked															

SUPERVISOR SIGNATURE

*In addition to direct job supervision, the trainee received _____ hours coaching/mentoring this pay period.

TRAINEE SIGNATURE

Progress is satisfactory Needs Improvement

COORDINATOR INITIALS

PERFORMANCE COMMENTS:

CHECK IF Absence(s): ☐ EXCUSED ☐ UNEXCUSED

FISCAL USE ONLY. TOTAL HOURS WORKED: _____

Northwest Workforce Council

PAYROLL DIRECT DEPOSIT AUTHORIZATION FORM

I authorize Northwest Workforce Council and the financial institution named below to automatically deposit my net pay to my account(s) (this includes my authorization to Northwest Workforce Council to reverse any entries made in error). This authority will remain in effect until I give written notice to cancel.

Employee Name (please print)

Social Security Number

Signature

Date

1. Primary Account: *Checking** / *Savings* (Circle One)

*If checking, please attach a voided check.

Bank Name

Routing Number

Account Number

\$ Amount

2. Secondary Account: *Checking** / *Savings* (Circle One)

*If checking, please attach a voided check

Bank Name

Routing Number

Account Number

\$ Amount

3. Other Account: *Checking** / *Savings* (Circle One)

*If checking, please attach a voided check.

Bank Name

Routing Number

Account Number

\$ Amount

4. Other Account: *Checking** / *Savings* (Circle One)

*If checking, please attach a voided check.

Bank Name

Routing Number

Account Number

\$ Amount

WorkSource Center Locations

Island County

265 NE Kettle Street, Suite #102
Oak Harbor, WA 98277
Phone: 360.675.5966
Fax: 833.572.8426

San Juan County

Career Center
540 Guard Street, #210
Mail To:
PO Box 1696
Friday Harbor, WA 98250
Phone: 360.378.4662
Fax: 360.378.8662

Skagit County

2005 E. College Way
Mount Vernon, WA 98273
Phone: 360.416.3517
Fax: 360.428.6983

Whatcom County

101 Prospect Street
Mail To:
PO Box 2009
Bellingham, WA 98227
Phone: 360.676.3239
Fax: 360.671.4948

Your Northwest Workforce Council (NWC) staff Coordinator: _____

Email: _____@workforcenorthwest.org

Phone: _____

Please wear a cloth face covering.



**Maintain a distance of 6 feet
whenever possible.**



CS 317176-B 05/27/2020

cdc.gov/coronavirus

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



cdc.gov/coronavirus

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