



*Work Experience
Training Program*

Supervisor Manual

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1.0 Introduction

Welcome to the WorkSource Portland Metro (WSPM) Work Experience Training Program. WSPM will recruit and match motivated workers with limited work experience in a specific field with organizations that can provide the training and experience participants need to transition to unsubsidized employment. By accepting the responsibility to mentor and assist workers in developing the work place skills they need to be successful, your involvement demonstrates a strong commitment to workforce development in our area.

In order to create a successful partnership, it is important for supervisors to understand their responsibilities and to invest in the goals of the Work Experience Training Program. This manual is designed to acquaint you with the responsibilities, procedures and expectations of a worksite supervisor. Please be sure to keep this manual readily available and updated.

The Work Experience Training Program is funded by Worksystems, Inc. (WSI). In its role as the operator of the Workforce Investment Act (WIA) Service Delivery Area, WSI is responsible for setting guidelines and rules, allocating funds, and ensuring that the program meets the specifications established by federal law, the state and the local Workforce Investment Board.

2.1 Key Partnerships

Key partners in this program include:

- WorkSource is responsible for recruiting, preparing and supporting interns and for recruiting and working closely with the worksite to create and ensure a safe, productive, and mutually rewarding work experience.
- You, the worksite, is responsible for providing a work experience in a safe environment that exposes participants to the normal expectations and duties of a work site, and for providing training and feedback to participants so that they develop the skills necessary to succeed in the workplace.
- SE Works, Inc. the Employer of Record for all participants in the program, is responsible for all payroll and payroll taxes, including workers' compensation for the intern.
- WorkSystems, Inc., the funder for the program, is responsible for program oversight and monitoring.

3.1 Program Staff Assistance

- You will have a WSPM staff contact to assist you and your participants with issues that may arise during the Work Experience. We are prepared to assist you with the following:
 - 1) Completing the Work Experience Agreement.
 - 2) Creating a training agreement or job description.
 - 3) Conflict resolution techniques.
 - 4) Safety procedures/standards at the worksite.
 - 5) Timesheet procedures and payroll questions.
- Your WSPM staff contact is also here to assist you with questions about program agreements and problem solving.

Each worksite must agree to provide a designated worksite supervisor. The worksite supervisor will be responsible for providing an orientation of the worksite, giving participant

instructions on safety procedures of the worksite, training participants on how to perform job, Tracking participants' hours, keeping the WSPM staff contact abreast of problems, and adhering to the guidelines of the Work Experience Agreement.

4.1 Work Experience Program Requirements/Procedures

A. Participant Orientation

Participants have the right to a clear explanation of the worksite rules and standards for their job when they begin. They then have the responsibility to work within the framework of those guidelines and to function as a member of the work team.

- 1) **Help the participant feel welcome.** Provide a tour of the worksite and introduce them to staff they will be working with. Show them where they can put personal items (e.g., coat) and where to find the restroom and break room.
- 2) **Review the Work Experience Agreement and/or worksite job description.** WSPM staff will provide you a copy of the Agreement signed by the participant and WSPM staff contact.
- 3) **Provide an orientation of your worksite to the participant.** This orientation should include a discussion of the following:
 - i. The worksite's mission.
 - ii. The worksite's structure and how the participant's job fits into the framework.
 - iii. The chain of command including to whom the participant will report on a daily basis, who will serve as the backup supervisor and what telephone number to call for proper notification procedures.
 - iv. Worksite rules and regulations including attendance, dress and appearance requirements, and timesheet record keeping, breaks and lunch periods.
 - v. Safety rules of the worksite. Explain the need for safe work habits and immediate reporting of any injuries. Encourage the reporting of any unsafe work conditions.
 - vi. Career information including different jobs within the worksite; how to prepare for a career within the worksite; a description of the hiring process; and contacts for the intern to get more information.

B. Wages

SE Works, Inc. is responsible for the payment of intern wages, taxes, and worker's compensation insurance as outlined in the Work Experience Agreement.

Please note: a participant may not exceed hour limitations outlined in the Work Experience Agreement without the consent from your WSPM staff contact. If hour limitations are exceeded without the consent from your WSPM staff contact, the worksite may be responsible for payment of excess intern wages.

C. Timesheets and Paychecks

WSPM staff provided a payroll calendar and instructions for timesheets with the training agreement. The following are important considerations:

- 1) Please fill out the timesheet in ink.
- 2) All hours must be accurately and clearly recorded on the timesheet.
- 3) Timesheets must be signed by both Worksite Supervisor and the participant. Do not cover up mistakes; rather, simply draw a line through them and initial the correction.
- 4) Timesheets are due by 8:00 AM on the Monday following the end of the pay period.

- 5) Late and/or incomplete timesheets may delay payment to participant.
- 6) Do not mail the timesheet. Email a scanned version, fax, or hand-deliver to the WSPM staff contact specified on the timesheet.
- 7) Pay days are the Friday following the end of the prior pay period.
- 8) Participants will be encouraged to set up bank accounts for direct deposit. Alternatively, and for first checks, WSPM staff will deliver pay checks to the worksite for distribution.
- 9) If a participant reports that their paycheck has been lost, stolen or not received, contact your WSPM staff contact with the details.

D. Time Off

Participants will not be paid for:

- a. Sick time
- b. Vacation time
- c. Holidays

Participants should negotiate personal time off with the supervisor. WSPM staff advises participants to make medical and personal appointments during non-work hours. However, state law requires that if an employer directs an employee to wait for and receive medical attention during the employee's working hours that the employee must be paid for those hours.

E. Monitoring

WSPM staff will visit the worksite within the first four weeks of the Work Experience to discuss the placement. The staff will check on the participant's progress and assist in any problems they may be having.

Should WSPM staff observe a serious worksite problem, or if questions arise about compliance with the Work Experience Agreement or Work Experience Training Program regulations, they will notify their program coordinator and the worksite supervisor to discuss remediation efforts to address the problem. If issues cannot be resolved it may result in the participant being removed from the worksite.

In addition, Worksystems, Inc. (WSI) may conduct worksite monitoring visits. Your cooperation with WSI and WSPM staff is critical for gathering the necessary information on the program's performance and outcomes. Visits by WSPM staff or WSI, will be scheduled to minimize disruption.

F. Evaluations

Evaluations: All supervisors will have the opportunity to evaluate the participant's performance in a variety of areas of work place skills. Supervisors shall complete an evaluation form at 2 intervals: at the beginning and end-point of the Work Experience.

G. Suspension/Termination of Interns

WSPM staff has informed participants that the following behaviors may lead to disciplinary action including suspension from the worksite or termination from the program (please remember that suspension should be used as a last resort):

- 1) **Excessive absences and tardiness:** Participants must notify their supervisor if they are going to be absent or late.
- 2) **Alcohol and drugs:** WSPM staff has instructed the participants that use and/or possession of drugs or alcohol at the worksite is prohibited.
- 3) **Substandard work performance:** WSPM staff expects participants to perform at a level acceptable to the worksite supervisor.
- 4) **Inappropriate behavior:** WSPM staff expects participants to respect their worksite supervisors and co-workers, and property on the worksite. WSPM staff will not tolerate threatening behavior, fighting, and the use of abusive or obscene language.

If a participant exhibits problem behavior that warrants immediate action, the following procedure should be used.

- 1) Ask the participant to leave the worksite.
- 2) Notify your WSPM staff contact of the action taken as soon as possible.
- 3) Discuss the behavior with your WSPM staff contact.
- 4) Determine the appropriate action, either suspension or termination.
 - a. **Suspension:** It begins immediately, can last from a half day to five days, but cannot last for more than 5 days. It must be given before WSPM staff decides to terminate a participant. It is without pay and the supervisor must advise the participant of this fact at the time of their suspension.
 - b. **Termination:** If a decision is made to terminate the participant from the program, they must be notified prior to the end of the suspension period.
- 5) Schedule a conference with the participant, the supervisor, and your WSPM staff contact.
- 6) Discuss the problem behavior with the participant and inform them of the disciplinary decision.

H. Quitting

If a participant quits the Work Experience, please notify your WSPM staff contact immediately. The WSPM staff will make arrangements for the collection of the final timesheet and preparation of the participant's final paycheck.

5.1 Working with Participants

A. Supervision

Ideally, each participant should report to only one supervisor. In addition, the direct supervisor should designate a back-up supervisor. This person will supervise the participant during any temporary absences of the assigned direct supervisor.

In order to support the participant in developing the skills needed to maintain employment, the WSPM staff encourages you to regularly review and discuss the participant's performance.

B. Performance

Everyone participates in readiness assessments prior to placement in training activities that covers such things as: employer expectations, problem solving and communication.

WSPM staff expects the participants to meet employer expectations at the worksite. At a minimum, WSPM staff expects that:

- 1) Participants will be present and on time for all scheduled work.
- 2) Participants will notify the direct supervisor if they are going to be absent or late.
- 3) Participants' dress and appearance will be consistent with worksite standards.
- 4) Participants will discuss work related problems with their direct supervisor and then work with them to resolve the problem.
- 5) Participants will follow worksite policies and procedures.

6.1 Health and Safety Requirements/Procedures

Federal and state laws require all employers to provide their employees with a safe and healthy work environment. Moreover, in order for participants to develop positive work skills, they must learn to apply safe work practices. It is the supervisor's responsibility to ensure that the worksite and equipment are in good condition and do not pose a potential safety hazard. The following three areas are essential elements of a safety program: Workplace Injury Procedure, Safety Training and Early Return to Work program.

A. Workplace Injury Procedure

The response to any injury or illness will follow the same basic sequence: action, notification and reporting.

- 1) **Response Action:** the following response actions must occur:
 - I. **First Aid:** provide immediate first aid assistance.
 - a. **Emergency:** call 911 if the injury is serious or life threatening
 - b. **Non-emergency:** if injury is not severe, but requires medical attention:
 - c. **Notify:** the contacts listed in the chart below
 - II. **Document:** interview intern and record accident in applicable forms and daily report.
- 2) **Notification:** Channels of notification from the participant to the supervisor AND the supervisor to WSPM staff contact must occur when any injury occurs.
- 3) **Reporting**
 - I. **Encourage Reporting:** Supervisor should encourage participants to *report all injuries, accidents, and near misses immediately.*
 - II. **Follow Reporting Procedures:** The WorkSource career specialist should be contacted according to the reporting procedure as follows:

| Occurrence | Response Timeframe | Reference |
|---|--------------------|---------------------------------------|
| Occupational accident or injury | 24 hours | Worksite Employer Agreement |
| Accident or injury requiring immediate medical care at a hospital or physician's office | Immediately | Worksite Employer Agreement |
| Medical attention sought at a later date than accident or injury | As soon as known | Worksite Employer Agreement |
| Participant grievance regarding program services | 24 hours | Program Registration Grievance Policy |
| Harassment or discrimination complaints | 24 hours | Supervisor Orientation Manual |
| Disciplinary Actions | 24 hours | Disciplinary and Termination Policy |
| Termination from Worksite | 24 hours | Disciplinary and Termination Policy |

III. **Questionable Injury:** If you have reason to doubt that a participant's injury occurred on the job, fill out the required forms anyway. The WSPM Program Incident/Injury Report Form has a section to document this information.

IV. **Reporting Forms**

- a. **Accident Reporting Forms:** See Appendix for WSPM Program
- b. Incident/Injury Report Form, and Incident/Injury Log.
- c. **Worker's Compensation Claim:** If a participant goes home because of an on-the-job injury or illness, they must be seen by a doctor in order to be eligible for a worker's compensation claim.

B. Safety Training

Supervisors must educate their participants in the safety practices related to their specific work environment. At a minimum, safety training should include:

- 1) Safe work practices specific to each worksite
- 2) Proper lifting procedures
- 3) Safe use of tools and equipment
- 4) Rules and regulations for the use of safety equipment
- 5) Proper reporting procedures of on-the-job injuries

Supervisors should also conduct safety meetings on a regular basis for the purpose of:

- 1) Identifying and discussing methods and precautions to prevent accidents
- 2) Reinforcing learned safety procedures
- 3) Establishing additional safe work procedures whenever the supervisor assigns new equipment or new tasks
- 4) Getting the feedback on work conditions affecting safety and health

C. Early Return To Work Program

WSPM Work Experience Training Program is committed to an Early Return to Work program. This program allows an injured participant to return to work with modified work duties upon showing proof of a medical release from a doctor. The modified work duties will be in place until the participant receives a medical release to full work from a doctor or a medical release indicating termination of work due to type of work and extent of injuries. If a participant has lost time and/or sought medical treatment due to a work related illness or injury, the Early Return to Work process is as follows:

- 1) **Return to work medical release form:** Before allowing a participant to resume work duties, she/he must give a signed medical release form from the treating doctor to their supervisor and WSPM staff.
- 2) **Assign modified duties if necessary:** If the medical release requires modified duties, supervisor must make every effort to place a participant in "light duty" position. (Contact WSPM staff for suggestions.)
- 3) **Unable to return to Work:** if a participant is unable to return to work, their responsibilities are to:
 - I. Follow doctor's orders in getting well and submit medical release from doctor indicating release from work.
 - II. Contact her/his supervisor each day not at work.

Supervisor should encourage participants to return to work as soon as possible and show a concern for their well being. Also, supervisors should plan beforehand for modified work duties. Planning ahead makes the transition to "light duties" more comfortable for both the participant and her/his co-workers.

Appendices

- Worksite Supervisor Checklist
- Payroll Procedures/Timesheets
- Reference Letter Policy
- Written Notice of Suspension
- Worksite Monitoring Procedures
- Accident/Injury Log

Thank you for your interest in participating in the WorkSource Work Experience Training Program. To assist you in ensuring that you have received the necessary information for a successful work experience, please use this checklist to determine if you have all the needed information.

- Information about the Work Experience Training Program was reviewed.
 - You know who to call with questions or if problems arise.
- Work Experience Agreement was completed and signed by all parties. You've reviewed it with the participant.
- You have provided an orientation to your Work Experience participant(s) on the following:
 - Safety Procedures for the workplace and specific job duties
 - You have signed Medical Release & Emergency Contact information for participant(s) at your workplace
 - Expectations about notification if participant is going to be late or absent; including who to call and phone numbers
 - Participant knows who the back-up supervisor is and that person's phone number
 - Conducted a tour of the workplace and the participant knows where the restrooms are, where to take breaks and eat lunch; you've given the intern any door codes they need to access your offices
 - Reviewed with the participant the dress code for your workplace
 - Reviewed workplace complaint and grievance procedures
- Payroll procedures for the participant have been explained:
 - You know when timesheets are going to be collected - key dates
 - You know when paychecks are going to be delivered to participant
 - You know who to call if there are questions about payroll issues
- You know the procedures to follow should there be an injury or incident at your workplace.
- You understand your role in completing timesheets and participant work performance evaluations.
- You know the procedures to follow should a participant fail to report to work, leave the worksite without permission, or quit.
- You understand all Labor Laws that apply for participant(s) at your workplace.

Payroll Procedures/Timesheets

SE Works is providing employer of record services for the Work Experience participant(s) placed at your business. Timesheets are to be submitted directly to the WSPM staff contact specified on the timesheet—do not send them to your WSPM program contact as it may delay the participant receiving their paycheck.

Timesheets

The worksite supervisor should email a scanned version, fax, or hand-deliver to the WSPM staff contact specified on the timesheet. Timesheets are due no later than 8:00 AM on the Monday following the end of the pay period. The timesheet must be signed by both the participant and the worksite supervisor.

SE WORKS **Weekly Time Sheet**

Site Name: _____ Supervisor _____
 Site Address: _____ Supervisor E-Mail _____
 _____ Supervisor Phone _____

Weekly Time Recording Directions:
 Use dark ink on printed timecard. Fill out completely by putting dates in top row and daily hours per activity in the appropriate boxes below. Sign, and then have Worksite Training Supervisor sign below for verification.

Employee Name _____ Phone _____
 Employee Signature _____ E-Mail _____
 For The Week Ending: _____ Position _____

| | M | TU | W | TH | F | S | SU | TOTAL |
|-----------------------|----------------|-----|-----|-----|-----|-----|-----|-------|
| ACTIVITY | Expected Hours | | | | | | | |
| Regular Hours Worked | | | | | | | | |
| Total Hours for week: | | >>> | >>> | >>> | >>> | >>> | >>> | |

Employer of Record is only authorized to pay up to 40 hours per week.

Worksite Training Supervisor Signature _____ Date: _____
 SE Works Authorized Signature: _____ Date: _____

Original, Faxed or E-mailed TIME CARDS DUE EVERY MONDAY BY 8:00 AM
 Attn: Joel Williams | jwilliams@seworks.org |
 Fax: (503)774-8489 Phone: (971) 678-4747

- Enter the following:
 - Worksite Name and Address
 - Worksite Supervisor Name and Contact Info
 - Participant’s Name and Contact Info (SE Works Employee)
 - Pay Period End Date (Weekly pay period: Monday - Sunday)
 - Total Hours
 - Participant’s and Supervisor signatures
- Record hours worked each day.
 - Interns are not paid for 30-minute lunch break.
 - Overtime (over 40 hours per week or in excess of Site Agreement terms) is not allowed.

Reference Letter

The WSPM Work Experience Training Program encourages worksite supervisors who believe that the participant supervised has been above average to write them a letter of reference as it may be the key to another job, entrance into an occupational skills program or college.

Should you be asked to write a reference letter by the participant or if you are inclined to do so, below is a sample letter you can use; WSPM Work Experience Training Program suggests that you put this on your business letterhead.

Sample Letter



Dear Hiring Manager:

(Name) worked at my business/company from (date start - finish). (Name) held the position of *Job Title* for # weeks. During this time, s/he was a dependable worker who never missed a shift.

(Name) did an excellent job in this position and was an asset to our organization during their work experience. S/he has excellent (written and verbal communication skills, is extremely organized, can work independently, and is able to effectively multi-task to ensure that all projects are completed in a timely manner.) - *insert the appropriate skill set for the position*. S/he was always cheerful and willing to assist with any task. In addition, s/he was motivated and interested in learning.

The WSPM Work Experience Training Program has ended, and, unfortunately, we will no longer be lucky enough to have his/her services. S/he will be missed and I can highly recommend s/he to any future employer or educational program.

Sincerely,

John Smith
Title

Written Notice of Suspension

This is to inform _____ that he or she is suspended from the WSPM Work Experience Training Program as of (date)_____ and should contact _____ at _____ in order to discuss the suspension.

Reason for Suspension:

Previous Warning(s):

| Date | Problem | Verbal or Written |
|-------|---------|-------------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

Participant Signature: _____ Date: _____

WSPM Staff Signature: _____ Date: _____

Worksite Supervisor Signature: _____ Date: _____

Worksite Monitoring Procedures

Within the first 4 weeks of the work experience, your WSPM staff contact will schedule a time with you to discuss how the participant is doing. They will schedule time both with the worksite supervisor and the participant. Your WSPM staff contact is a partner for both the worksite supervisor and participant in facilitating a successful experience. Topics for discussion may include:

- Participant performance
- Participant work schedule, breaks, work environment
- Review of the Work Experience Agreement
- Relationship between the participant and supervisor
- Emergency Contacts
- Participant daily work activities
- Timesheet completion

If WSPM staff has any concerns, an Action Plan will be developed to address these concerns and a timeline established to follow up on resolution of concern.

