What to expect when assigned to a Parish/School:

- the hire and exit process, performance reviews and coaching, health/medical leave requests, etc.
- as well as how to seek our help.

Presented by the Office of Human Resources
Opening Prayer

January 17, 2020

Feast of St. Anthony of Egypt

The life of Anthony will remind many people of Saint Francis of Assisi. At 20, Anthony was so moved by the Gospel message, “Go, sell what you have, and give to [the] poor” (Mark 10:21b), that he actually did just that with his large inheritance. He is different from Francis in that most of Anthony’s life was spent in solitude. He saw the world completely covered with snares, and gave the Church and the world the witness of solitary asceticism, great personal mortification and prayer. But no saint is antisocial, and Anthony drew many people to himself for spiritual healing and guidance.

At 54, he responded to many requests and founded a sort of monastery of scattered cells. Anthony’s hermit life reminds us of the absoluteness of our break with sin and the totality of our commitment to Christ.

St. Anthony, Pray for Us!
“Don’t be afraid to be Saints”

John Paul II
Office of Human Resources

1000 Howard Ave. Suite 1200
New Orleans, LA 70113 | HR Fax: 504-568-1699

Pam Power | Staff & Priests' Benefits
Phone: 504-310-8793 | ppower@arch-no.org

Myndi Savoy, SHRM-CP, PHR | HR Generalist
Phone: 504-310-8795 | msavoy@arch-no.org

Karen Heil, SPHR, SHRM – SCP
Director, Human Resources
Phone: 504-310-8792 | kheil@arch-no.org

• www.nolacatholic.org/hr

Fostering a climate in which every staff member views himself/herself as a valued member of the community.
Brief Introductions

1. Name
2. Home Parish / City
3. Area of Study before Seminary
4. # 1 question for take-away today

You Shall Be My Witnesses to the Ends of the Earth
Discussion Points

1. Job Opening Process & HR JobLink
2. Hire & Onboarding Process
3. Benefits Resources & Leave Requests
4. Performance & Engagement
5. Coaching & Documentation
6. Integrity, Trust & Team Dynamics
7. Harassment Free Zone
8. Safety / Risk Management
9. Transfer / Exit Process
10. “H|R” Resourcing

You Shall Be My Witnesses to the Ends of the Earth
You Shall Be My Witnesses to the Ends of the Earth

Hiring and Onboarding

Process & Sample Documents:
- Hire Process
- Job Openings Process
- Pre-employment Interview Questions
- Sample Application for Employment
- Sample Reference Check
- Release for References
- Employee File Checklist

NOTE: Job Postings, Applications, Interview Notes & Hiring Decisions must be held for 12 months following start date as documentation to defend in case of an EEOC Charge of Discrimination in Hiring.

Archbishop’s Welcome Video:
- https://youtu.be/AldfWZL476g

You Shall Be My Witnesses to the Ends of the Earth
Title VII of the Civil Rights Act | 1964:  | EEOC = Adjudicator
Non-Discrimination & Non-Retaliation in all employment decisions

FLSA:  Fair Labor Standards Act
Minimum Wage & Overtime Requirements

ADA:  Americans with Disabilities Act
Qualified Applicants: can Perform Essential Job Functions with or without accommodation

ADEA:  Age Discrimination in Employment Act
Protections for “over 40” workforce

FMLA:  Family & Medical Leave Act
Job protection [up to 12 weeks/year] for requested leave
NOTE: All schools are covered employers, regardless of total # of staff
Staff member must have been on staff for one year & work at least ½ time capacity

OSHA:  Occupational Safety and Health

PDA & Louisiana Pregnancy Act:
Job protection of up to 16 Weeks, for pregnancy-related health concerns
covered immediately upon hire

PPACA:  Patient Protection & Affordable Care Act: Offer of Credible, Affordable Health Cov’g
You Shall Be My Witnesses to the Ends of the Earth
Required Legal Posters

- https://nolacatholic.org/hr-downloads

Common Staff Area of your Location

Both the federal government and the state of Louisiana require Workplace Posters. These should be displayed in a common area where all Staff have easy access to read and be advised.

While the posters provided by government agencies are free, there are companies that may contact you about purchasing these. You and your finance team should decide whether to pay for the convenience of someone else gathering all the required posters and putting them in one place for you. As long as you are posting the required publications, it does not matter if you download them or buy the commercially made poster. Where possible, we’ve included a link to the agency that furnishes these posters where you can access the required posters free of charge. Be aware that if you elect to print yourself, Posters change over time & you should check regularly that you have the most recent versions and new requirements.

You Shall Be My Witnesses to the Ends of the Earth
Job Openings

- https://nolacatholic.org/employment

Office Manager, St. Patrick’s Church / New Orleans

St. Patrick’s Church, Camp St. New Orleans is seeking a qualified Office Manager.

As an administrator in support of the pastor’s responsibilities to the parish, the Office Manager is to serve as a steward of the financial, physical, and human resources of the parish.

Primary Responsibilities of this Position

The Parish Office Manager oversees the everyday operation of the administrative needs of the parish. The office manager is also responsible for the financial functioning of the parish such as bookkeeping, payroll, record-keeping, bill payment, and reporting.

Mon - Fri, full-time with comprehensive benefits and retirement package.

Click here for the full position description listing skills and requirements.

How to Apply:

Please provide a resume and cover letter, with two professional references.

Submit via Email to: office@stpatricks@archdiocese-no.org

Please include in the subject line: ATTN: Office Manager, your first and last name.

Deadline: Open until filled.

You Shall Be My Witnesses to the Ends of the Earth
Benefits & Retirement

Eligibility: at Hire or Status Change

Qualifying Life Events: Marriage, Birth, Death, Divorce

Organizational Exit

Life Cycle: Times when Changes can be made

You Shall Be My Witnesses to the Ends of the Earth
ANO Staff Benefits

Benefits Effective as of July 1, 2019 - June 30, 2020
ANO’s Benefits Plan includes Health, Dental, Vision and/or ADD Voluntary Life Insurance! Please watch our VIDEO Overview of all plans, refer to the Summary information sheets, or CALL the BENEFITS ADVOCACY CENTER with questions or to Enroll!

- 2019-2020 ANO BENEFITS VIDEO
- 2019 Staff BENEFITS GUIDE
- Benefits Advocacy Center Info flier
- Benefits Connect Online Enrollment Steps
  - Check with your Site Administrator whether your location participates

UMR Health Plan Summaries
- PLAN 1 | formerly HMO 90
- PLAN 2 | formerly HMO 80
- PLAN 3 | formerly POS
- PLAN 4 | formerly PPO

WELLNESS Initiatives & Newsletter Hot Topics!

You Shall Be My Witnesses to the Ends of the Earth
Health / Medical Leave Request Processes

https://nolacatholic.org/hr-downloads

You Shall Be My Witnesses to the Ends of the Earth
Online Resources

FMLA Leave - Fact Sheet for Schools, Entities
FMLA Poster of Employee Rights and Responsibilities
FMLA Checklist
LEAVE REQUEST Form: Parental Bonding, Medical or FMLA Leave
SAMPLE Letter to Staffmember - FMLA Requirements
STD Claim Instructions
FMLA Healthcare Provider Certification- Employee
FMLA Healthcare Provider Certification- Family
FMLA Employer Response - Notice to Staffmember
Parental Bonding Leave Administrative Steps

https://nolacatholic.org/hr-downloads
Performance & Engagement

FOCUS ON THE WHOLE PERSON, ALL YEAR

RECOGNITION
DEVELOPMENT

CONVERSATIONS

GOALS
FEEDBACK

Should not be a “One-Time” Event!

You Shall Be My Witnesses to the Ends of the Earth
Performance & Engagement

Tie program objectives to Synod goals so that all staff moving toward the same mission.

You Shall Be My Witnesses to the Ends of the Earth
Employee Evaluation Process

The objective of employee evaluations is to provide the employer with tools for helping the employees under the supervision achieve their maximum potential. The formal procedures involved in the program are as follows:

1. Development of a written job description – This job description should be as complete as possible, so that both the employee and his supervisor know what is expected. Where possible, timelines and performance standards will be included with the job descriptions and the relative priorities of the various duties will be indicated.

2. Performance evaluations – All employees must receive an annual evaluation of their performance after the conclusion of each calendar year. This evaluation may be used in determining merit-based raises in compensation. As important as the formal evaluation program is, supervisors should still provide informal feedback on an ongoing basis.

If an employee believes that his evaluation was not a fair reflection of his performance he may appeal the evaluation to the next higher level of management. In the case of most employees this will be to the Executive Director of the Department. If he reports directly to an Executive Director the appeal will be to the Vicar General.
Performance & Reviews

- Incorporate Synod Goals
- Identify Staff Development
- Enlist Feedback
- Conduct Regular Conversations

Formal record of your Conversations

You Shall Be My Witnesses to the Ends of the Earth
Performance & Reviews

The PR Process helps your Staff member feel appreciated by being heard and also documents any needed performance improvements.

You Shall Be My Witnesses to the Ends of the Earth
Staff Engagement

Keeping our Culture Strong

You Shall Be My Witnesses to the Ends of the Earth
Performance & Engagement

Hold “Stay” Interviews

• **Regular / Informal Check-ins**
  help your team understand what’s expected!

• **Know the reasons**
  your staff members feel connected!

• **Debrief and ask why**
  when staff leave voluntarily

• **Engage with Community Service!**
You Shall Be My Witnesses to the Ends of the Earth

Keeping our Culture Strong

Community Outreach

You Shall Be My Witnesses to the Ends of the Earth
<table>
<thead>
<tr>
<th>#</th>
<th>Step</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Understand the Individual</td>
</tr>
<tr>
<td>2</td>
<td>Keep Commitments</td>
</tr>
<tr>
<td>3</td>
<td>Clarify Expectations</td>
</tr>
<tr>
<td>4</td>
<td>Attend to the “Little Things”</td>
</tr>
<tr>
<td>5</td>
<td>Show Personal Integrity</td>
</tr>
<tr>
<td>6</td>
<td>Apologize Sincerely</td>
</tr>
</tbody>
</table>

Deposits in the “Emotional Bank Account” ~Stephen Covey

You Shall Be My Witnesses to the Ends of the Earth
“Everybody can be great, because anybody can serve.”

You don’t have to have a college degree to serve,
you only need a heart full of grace;
a soul full of love.”

~ Dr. Martin Luther King, Jr.

(1929 - 1968)
Stand for Something!

Each time a person stands up for an ideal, or acts to improve the lot of others... he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring, those ripples build a current of oppression and resistance that can sweep down the mightiest walls of that can sweep down the mightiest walls of oppression and resistance.

~ Robert F. Kennedy (1925 - 1968)
Stand for Everything

You Shall Be My Witnesses to the Ends of the Earth
Coaching Strategies & Documentation

The Gap

“IF A GPS WAITED UNTIL YOU GOT TO THE DESTINATION TO TELL YOU THAT YOU TOOK THE WRONG TURN, YOU WOULD NEVER GET WHERE YOU WANTED TO GO.”

– Rob Ollander-Krane, Director of Talent and Performance

Focus is regular conversations and real-time feedback

Regular feedback helps people re-calculate and stay aligned

You Shall Be My Witnesses to the Ends of the Earth
Coaching Strategies & Documentation

The “HOT STOVE” Rule

Immediate
Consistent
Impartial
Forewarning

You Shall Be My Witnesses to the Ends of the Earth
Coaching Strategies & Documentation

Coaching Discussions

- Keep ‘Journal Entry’
- Use Outlook: Date/Time

When no improvement, Written Acknowledgement of Discussions

PIP | Timeline & Consequence if not met

- Transition plan when failing to act on your coaching
- 2nd Manager in disciplinary and termination meetings

“HR 101” for NDS

You Shall Be My Witnesses to the Ends of the Earth
Harassment Free

- https://www.eeoc.gov/laws/types/harassment.cfm
- https://www.eeoc.gov/eeoc/task_force/harassment/checklists.cfm

Unwelcome | Offensive

Stop! Report & Act

“Should have known”

You Shall Be My Witnesses to the Ends of the Earth
Risk Management

When considering releasing a staff member
- Required conversation
- Refer to ANO Handbook
- ANO General Counsel, ANO HR, or Outside Counsel

NEW

INJURED AT WORK?
Inform Your Supervisor Immediately & Call
Archdiocese of New Orleans/CoreCare Management Triage
to Speak with a Triage Nurse. All Employee Injuries Need to be Called into this Number Immediately. Call 911 if injury is life threatening.
24 hours per day, 7 days per week.
877.295.6747

H|R Consult

You Shall Be My Witnesses to the Ends of the Earth
Transfer and Exit Process

- Reason will affect process
- Exit Interview for Vol.
- La. Final Payck Law - within 15 days, payout unused Vacation
- Benefits Continuation Letter

You Shall Be My Witnesses to the Ends of the Earth
Resourcing

https://nolacatholic.org/human-resources-job-bank

You Shall Be My Witnesses to the Ends of the Earth
Bearing the light of Christ to Others

You Shall Be My Witnesses to the Ends of the Earth
Thank You!

You Shall Be My Witnesses to the Ends of the Earth

You Shall Be My Witnesses to the Ends of the Earth

With any questions...