Workforce Development Policy

Contents

1. **Purpose** 1
2. **Applicability** 1
3. **Policy** 1
4. **Policy Non-Compliance** 1
5. **Audit** 1
6. **Definitions** 1
7. **Approval and Revision History** 2
8. **Background/Legal Authority** 3

1. **Purpose**
   The purpose of this policy is to ensure that Buncombe County Health and Human Services - Department of Health (BC HHS-DH) provides quality services to clients and complies with the requirements of laws and regulations by being intentional about orientation, training, and professional workforce development requirements and opportunities.

2. **Applicability**
   This policy applies to all BC HHS-DH workforce.

3. **Policy**
   This policy ensures that the BC HHS-DH workforce receives training during orientation; the workforce is provided with ongoing evaluation of training needs and provided with opportunities for training and leadership development.

4. **Policy Non-Compliance**
   BCHHS-DH workforce willfully violating the terms and conditions of this policy may be subject to appropriate disciplinary action, up to and including dismissal.

5. **Audit**
   All policies for Buncombe County may be subject to audit or review as outlined in the Internal Auditor's Statement.

   All policies for BCHHS-DH are subject to review by the State Accreditation team during each accreditation cycle visit.

6. **Definitions**
   6.1. **Workforce**: employees, volunteers, contract staff, and other persons whose conduct, in the performance of work for Buncombe County, is managed by Buncombe County. The County's management of these persons may include training and development,

direction of work activities, provision of resources, and policy oversight.

6.2. **Buncombe County Health and Human Services - Department of Health (BC HHS-DH)**:A consolidated human services agency created pursuant to N.C.G.S. §153A-77 that has the responsibility to carry out the duties of a local health department and the authority to administer the local public health programs established in Chapter 130A in the same manner as a local health department.

7. Approval and Revision History

Policy Origination Date:	July 1, 2003	
Requires Board Approval:	☒Yes ☐No	
Board Approval Date:	Month/DD/YYYY	
Chair, HHS Board	*Signature Area*	
Health Director	Ellis Matheson	
Revision History:		
12/2024	• Legal Authority added	• 8.
09/2023	• Renumbered to 2001.3; previously 1000.31 and 1001.31. • Reformatted • Updated template • Procedures removed from policy and listed in separate document	• Entire Document
03/2022	• Updated definition of Workforce • Removed reference to HHS Employee Relations; replaced with Buncombe County HR • Added training on management information systems • Changed number from 1000.31 to 1001.31 to reflect Board signed policy • Converted to Board signed policy; signature line added	• 4.0 • 4.3, 5.4, 6.1, 5.4.4 • 5.4.4 • Header • Header
02/2019	• Removed signature for BCHHS Employee Relations • Clarified the Purpose with a focus on orientation, training and professional development. • Clarified the policy statement • Removed reference to the WF Development Plan • Clarified Responsibilities and formatted for ease of identifying • Clarified Procedures, removed references to recruitment; added Statutory and Regulatory qualifications section. • Added Legal/Authority Guidance	• Approval Box • Entire policy • 2.0 • 3.0 • Throughout policy • 5.0 • 6.0 • 7.0
02/2017	• Changed agency name to Buncombe County Health and Human Services Department of Health (BCHHS-DH) • Transferred policy to new template • Added interns and volunteers to Persons Affected section • Specified Health Division workforce • Clarified position • Clarification of document storage • Added reference to the New Employee Master Checklist • Eliminated specifics	• Throughout • Entire document • Header • 3.0 • 5.4 • 6.7 • 6.1, 6.3, 6.4, 6.5, 6.7, • 6.10 • 6.3, 6.5, 6.10

	• Added "agency"	• 6.11.1
07/2014	• Added Health and Human Services • Changed HHST Manager to Health and Human Services Human Resources Director • Clarified assessment of training needs • Clarified HR role vs. supervisory role in orientation and orientation components • Specified ongoing training requirements for frequency • Specified tracking/documentation of training via scanning of certificates of completion	• Throughout • Throughout • 6.0 sections • 6.0 sections • 6.0
12/2013	• Clarified purpose to include safety, cultural competence and customer service and include professional development	• 2.0
03/2012	• Added master checklist definition • General rewording, reformatting and updating • Removed Orientation Manual reference • Removed Radiation Safety • Clarified non-agency required documentation • Deleted Quick Guides, moved resources to newly added Legal Authority section • Changed timeframe of new hired employees for Bloodborne Pathogens and HIPAA training	• 6.1, 6.2, 6.3, 6.4 • Throughout • 7.0 • 4.10 • 5.0, 6.0 • 6.2, 7.2 • 6.5 • 7.0
12/2007	• Changed title • Added laws and regulations • Added HSST • Added JCS • Realigned outline by types of trainings, documentation and resources and reworded procedures accordingly • Changed agency name • Relocated legal references	• 3.4, 4,2 • Title Section • 3.5 • 4.7, applicable section • 4.9
10/2007	• Reference to CQI teams deleted • "QIC" deleted • Changed address for Internet • Changed "COI" to "performance improvement"	• All sections • 6.2, 6.7 • 6.2, 6.8.3 • 6.3.4
06/2004	• Word "staff' added to definition • Name of Health Director changed • Replaced Human Resources Coordinator (HRC) with Human Resources Assistant (HRA)	• 4.6 Approved by/Date

8. **Background/Legal Authority**

8.1. 10A NCAC 48B Section .0900 Assure a Competent Public Health Workforce and Personal Health Workforce

8.1.1. 10A NCAC 48B .0901 Benchmark 23

8.1.2. 10a NCAC 46 .0301 Benchmark 23 and 24

8.1.3. 10A NCAC 48B .0902 Benchmark 24

8.1.4. 10A NCAC 48B .0904 Benchmark 26

8.2. 10A NCAC 48B Section .1200 Provide Facilities and Administrative Services

8.2.1. 10A NCAC 48B.1202 Benchmark 31

8.3. 10A NCAC 48B Section .1300 Governance

8.3.1. 10A NCAC 48B .1304 Benchmark 37