

## **Confidentiality of Program Information**

Information you obtain as the result of your employment with the Upward Bound Program is confidential. Respect for the dignity of our participants requires that you discuss student issues only with those staff members and parents who need to know the information. In addition to participant information, confidentiality is expected in other areas including staff information or Program business information.

A staff member is obligated to divulge information as it pertains to the participant's well-being. Doing so will not be viewed as a breach of confidentiality in the case where you discuss or provide information concerning the health and welfare of a participant.

Should a staff member be confronted with a situation as described above, offer to take the participant to a member of the administrative staff. If the participant refuses, and you still feel obligated to report the information because of the nature of the issue, consult with the Director immediately.

**Confidentiality is a priority in your relationship with the Upward Bound Program. If you have any questions, refer them to the administrative staff.**

## **Nature of Employment**

All staff employed with the Upward Bound Program at Johnson C. Smith University play an integral role in the academic success of the participants. We believe that the support staff contributes directly to the Program's ability to provide the best services and assistance possible to the participants.

We hope that all staff will take pride in being a member of our team and that the experience with Upward Bound will be challenging, enjoyable and rewarding.



## **Job Responsibilities**

**“Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work. - Vince Lombardi**

### **Orientation**

After being officially hired or re-hired through the University, staff members will be required to attend an orientation session. The orientation session facilitates adjustment to the Program and to each individual's job. Additionally, it will clarify the roles in the Program as a whole.

### **Learning the Job**

All new employees are expected to serve an initial probationary period. The purpose of the probationary period is to provide the administrative staff and the employee an opportunity to evaluate the employee's ability to perform satisfactorily the functions, duties and responsibilities of the position. The administrative staff or the negotiated agreement determine the duration and conditions of the probationary period.

### **Work Schedules**

The Upward Bound Program operates within two Components. The length of the work components as well as the number of days and hours worked vary according to the position, assignment and classification of the employee. Information regarding the working schedule is provided to individuals at the time of employment by the Program Director.

## **Job Responsibilities**

### **Attendance / Absences\*\***

Employees are expected to maintain good attendance records such as reporting to work on time each scheduled workday. However, when late or absent from work due to unavoidable circumstances, you must:

- Immediately notify the Director or the Administrative Assistant of the reason and the time of expected arrival so that necessary arrangements can be made.
- If the absence is to continue beyond the first day, you must notify the Director or the Administrative Assistant on a daily basis unless otherwise arranged.
- Absence for three consecutive workdays without notifying the Director is considered a voluntary termination.
- In cases of required absences, the absence request must be submitted in writing, with at least a week notice to the Director. (*Instructional staff must secure a substitute and submit lesson plans for days missed to the Director. A Substitute Agreement must be completed and turned in to the Director.*)

**\*\* Excessive absenteeism or tardiness may result in corrective measures, up to and including termination.**

## **Break Periods**

Generally, an individual may take a paid 15 minute break for every four hours worked, if the work load and staffing needs allow. However, break periods are scheduled by the Director and are to be taken at a time and in a manner that does not interfere with the efficiency of the Program.

The rest period is intended to be a recess, which is preceded and followed by an extended work period. Thus, a rest period may not be used to cover late arrival to work or early departure, nor may it be accumulated if not taken.

## **Eating**

At no time should a staff member eat or drink while interacting with students (unless permitted by the staff).

## **Visitors**

Avoid having visitors while working. This distracts the participants and interrupts the learning environment. If a visitor happens to stop by, quickly redirect them and return to your duties.

## **Staff Meetings**

Periodically, staff meetings may be held for the purpose of holding open forums, obtaining new information, education/training or receiving updates on what is happening in the Program. Staff members are expected to attend scheduled meetings.

## **Personal Appearance**

As Upward Bound staff, you are judged not only by your service, but also by your appearance. The expectation is that your appearance is consistent with the high standards set forth by the Program. You are expected to present a well-groomed, business-like appearance and to practice good personal hygiene.

Your style of dress “must not reveal any parts of the body deemed private.” If the style of dress raises a question at home, it is best not to wear it to work.

## **Payroll Procedures**

New and returning employees are processed through Human Resources. New employees are required to complete an Employee’s Withholding Allowance Certificate (W-4). Employees must present their social security card and a picture identification card to Human Resources when completing the required forms.

Pay is determined by the requirements of the job, as well as the credentials and the performance of the person in the position.

**Staff members must adhere to the procedures outlined below for proper payment of wages:**

- Sign-in and sign-out every day. The sign-in/out book is located in the main office.
- Time sheets must be completed, signed and turned in to the main office before leaving on Thursdays. Failure to provide paperwork that is not accurate or turned in on time may result in an individual not being paid until the following payday.
- Paychecks will be distributed every other Friday from the cashier's office located in Biddle Hall (Payroll). The cashier's office is open from 9:00 - 1:00 p.m. and 2:00 - 4:30 p.m.

\*\* Note: Paychecks will not be released to spouses, parents or any other relative without proper permission from the administrative staff.

## **Personal Property**

The Upward Bound Program does not assume responsibility for loss, theft or damage to personal property. In order to minimize risk, we advise you not to carry unnecessary amounts of cash or other valuables. If you bring personal items to work, exercise reasonable care to safeguard them, keeping in mind that you do so at your own risk.

## **Program/University Equipment**

The Program can supply you with equipment or supplies to assist you in performing your job duties. Please take reasonable care of any equipment issued, including precautions for theft. Any equipment or keys issued must be returned after use or by the end of the work day, unless otherwise instructed by a member of the administrative team.

In order to use any office or university equipment, an employee must receive permission from an individual on the administrative team.

## **Telephone Usage**

Telephone (office or cell phone) use should be for program business or emergencies only. Frequent or lengthy personal calls are not acceptable during working hours.

## **Parking**

All staff may be expected to purchase a parking sticker while employed. (TBD)

## **Name and Address Change**

It is important that employment records are kept up to date. A staff member must notify the Administrative Assistant immediately if there are any changes or corrections to their name, address, home telephone number, marital status or emergency contact.

## **Emergency Office Closing**

The decision to cancel the operation of the Program as a result of bad weather or other acts of nature will be made by the Director of the Program and/or University officials. Notification of such closing will be disseminated via social media, email, phone call or text message.

## **Holidays**

The administrative office is closed for certain holidays as specified by University officials. Staff members are not entitled to be paid for any holiday.

## **Suggestions and Concerns**

Suggestions and concerns can be emailed to or discussed verbally with the Director, at [m Lowe@jcsu.edu](mailto:m Lowe@jcsu.edu) or 704.378.1127.

## **Standards of Conduct**

Consistent with Johnson C. Smith University's Employee Handbook, Upward Bound's Standards of Conduct provide the guiding standards of conduct that set forth the Program's commitment for good practices. It is the responsibility of the teachers, tutor counselors, dormitory supervisors and tutors to follow these standards in an effort to help maintain an educational environment that is committed to integrity and ethical conduct.

The "Standards of Conduct" do not preclude the establishment of rules set forth by Johnson C. Smith University that are necessary for the effective operation of the University.

Rules of personal conduct are intended to promote the efficient operation of the Program, as well as to protect the rights of all staff members.

## **Corrective Action**

Corrective action may be taken by the administrative staff to address the behavior or performance of employees whose conduct disrupts the activities and goals of the Program. Corrective action may also be taken to address work rule violations and other prohibitive acts. Violations, therefore, shall be regarded as cause for disciplinary action, up to and including termination. Termination may result from an accumulation of minor infractions as well as for a single serious infraction. Therefore, the corrective process may include oral warnings, written warnings, suspension and/or termination.

The following pages outline examples of conduct that are prohibited. Additionally, disciplinary action under these rules does not free an employee from possible criminal liabilities, nor preclude sanctions established for violation of JCSU ordinances or state and federal laws.

## **Harassment**

1. Sexual harassment - unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature or behavior which create a hostile environment.
2. Verbal harassment - including, but not limited to, comments or questions about a person's sexual behavior, sexually-oriented jokes, comments or questions about a person's body and conversations filled with sexual innuendo.
3. Physical harassment including, but not limited to, unwelcome touching, fondling, patting, pinching or kissing.
4. Ethnic intimidation based upon a person's race, color, religion or national origin.

## **Insubordination**

1. Refusal to obey or willful failure to carry out the instructions of the supervisor, including the assigned duties of the job, when such instructions do not require unsafe or illegal acts.
2. Neglect of duty and / or due care and / or diligence in the performance of duties.
3. Excessive absenteeism or tardiness.

## **Program or University Privacy**

1. Unauthorized use/possession of Program or University property, including, but not limited to computers.
2. Unauthorized disclosure of records or other Program or University information.

## **Public Behavior**

1. Misconduct related to the use and possession of alcoholic beverages and controlled substances on the University premises.
2. Being under the influence of alcohol or drugs when reporting to or while at work.
3. Consuming or possessing alcoholic beverages or controlled substances on University premises without a prescription.
4. Unlawful manufacture, distribution, or dispensation of illegal drugs or controlled substances.
5. Illegal acts committed by employees when not at work that reflect adversely upon the Program or the University.
6. Unauthorized possession of a weapon while on University property.

## **Code of Ethics**

1. Staff should endeavor to understand and faithfully interpret Upward Bound philosophy, objectives and goals in their relationships with participants and staff.
2. Staff should conduct themselves in an exemplary manner, recognizing that they are adult role models for participants. By their behavior they should try to demonstrate high moral values.
3. Staff should always seek to be truthful, honest and fair in their communication and interaction with participants and staff.
4. Staff should accept the challenge of helping participants increase their awareness of and responsibility to others and to the world, helping them gain self-confidence and their self-concept.
5. Staff should refrain from abusive language and any form of corporal punishment or embarrassment in dealing with participants and other staff.
6. Staff should be accepting of the diverse cultural, racial and religious background of participants and not seek to impose their own particular views.