

Welcome to the Webinar Series on the Workforce Toolkit

We will begin at 2:00 p.m. central

Employee Development Series Part 2

Job Analysis: A Retention Strategy



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In today's webinar we will

- Define what a job analysis is and the purpose of job analysis
- Provide an overview of the job analysis process
- Describe the job description development process and best practices
- Explain why it is important to conduct ongoing employee performance assessments



What is
a Job?



Job Analysis

- A Job analysis is a detailed examination of:
 - » The task and interrelated task that the job consists of (the employee's role).
 - » Conditions under which the employee is to perform the job key duties and functions.
 - » The key characteristics of the job as they relates to knowledge, skills and attitudes, including physical working conditions.



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Job Analysis Process



STEP 1 – GATHER
INFORMATION



STEP 2 – SUMMARIZE
FINDINGS



STEP 3 – SOLICIT
FEEDBACK ON INITIAL
JOB DESCRIPTION DRAFT



STEP 4 – FINALIZE JOB
DESCRIPTIONS



STEP 5 – UPDATE JOB
DESCRIPTIONS
PERIODICALLY

Purpose

- Define realistic and doable job responsibilities
- Define specific competencies and skills standards
- Define specific knowledge, skills and attitudes needed for the job
- Define expectations
- Define job requirements
- Define essential functions and duties of the job



Job Analysis Process

STEP ONE

- Gather information
- Have staff who are currently doing the job complete self-assessments
 - » CMS Core Competencies
 - » NADSP Core Competencies
 - » National Frontline Supervisor Competencies
- Have supervisors complete the same assessment
- Interview staff and supervisors for further insights into what is needed on the job
- Interview individuals being supported and their supporters to assess knowledge and skills needed for support

Job Analysis Process

STEP ONE

- Additional Information sources
- Staff surveys
- Team meeting discussions
- Individual staff interviews
- Staff focus groups
- Review of incident reports and log entries
- Review performance evaluations of best performers
- Review any past job analysis or assessments
- Review organizational mission, vision, and values

Job Analysis Process

STEP TWO

Summarize findings

- List out essential function and job duties
- List out required competencies and skills standards
- Define proficiency levels needed
- Define priority level
- List out responsibilities and expectations
- Write initial draft of job description

Job Analysis Process

STEP THREE



Solicit feedback for
accuracy



Have current staff
review draft



Have their supervisors
review draft



Have individuals being
supported and their
supporters review draft



Revise draft based on
feedback

Job Analysis Process

STEP FOUR

- Finalize job descriptions
 - Write final draft
 - Submit to management / human resources for approval
 - Keep final version on file in a safe location
- Use for:
 - » job postings
 - » interviews
 - » accommodation request
 - » compensation reviews
 - » performance appraisals

Job Analysis Process

STEP FIVE

Review and update job descriptions periodically

- Update at least annually
- Update when duties and responsibilities change
- Update when federal or state regulations change

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Why Job Descriptions Matter

- Identify skills, knowledge, and attitudes needed for the job
- Identify competency and skills needed
- Identify essential functions and job duties
- Identify clear minimum requirements for the job
- Justify exempt and non-exempt status



Job Descriptions are a Useful Retention tool

- Useful for communicating job expectations
 - » Tells potential job candidates what the job requires
- Useful when there are accommodation requests
- Useful for performance evaluations
- Useful for compensation reviews



Essential Elements of an Accurate Job Description

1. Job summary and general information
2. Overview of responsibilities and key tasks
3. Required job qualifications
4. Essential job functions
5. Listing of job duties and responsibilities in order of importance



Job Summary – General Information

- Mission of the employer
- Job title
- Hours or shifts of the position
- Exempt / non-exempt status
- Rate of pay
- Reporting relationships



Overview of Responsibilities and Key Tasks

- General description of the position
- Define the purpose of the position
- Job summary



Required Qualifications

- Education
- Experience
- Training
- Entry Level Technical skills
- Minimum age requirements



Essential Functions



Basic job duties that an employee must be able to perform



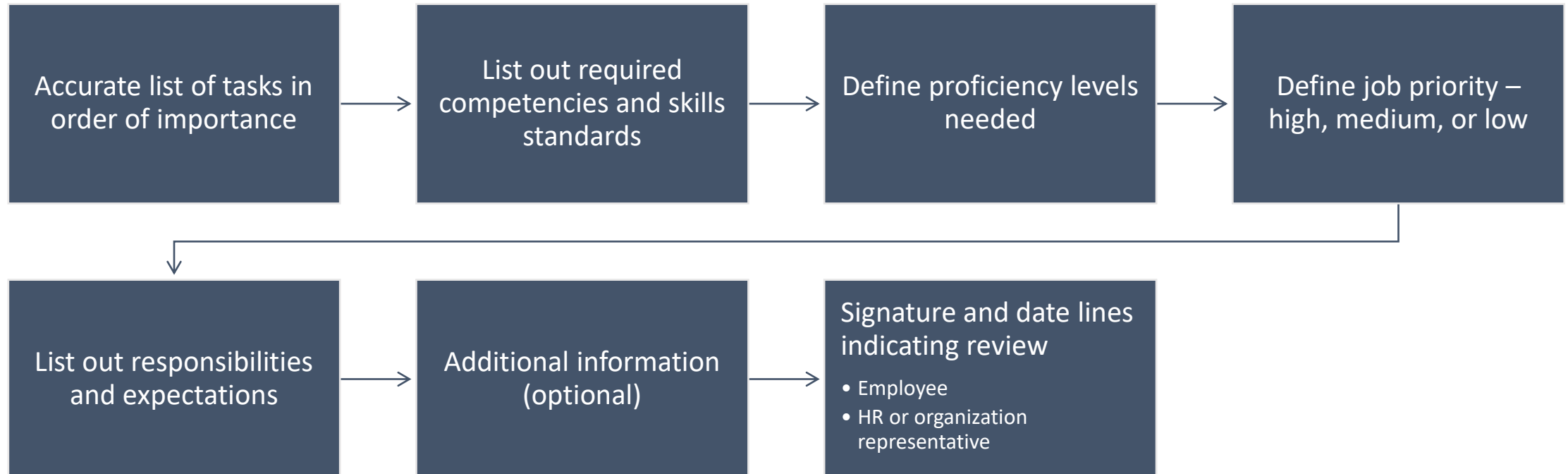
Summarize job demands

Lifting requirements

Applicable job conditions

- Job site location
- Exposure to weather/temperature
- Travel / driving expectations
- Prolong standing, etc.

Listing of Job Duties and Responsibilities



Workforce Development Part 2: Job Analysis Summary

- We discussed what a job analysis is and the purpose of job analysis.
- Provided an overview of the job analysis process.
- Described the job description development process and best practices.
- Shared an example of a well researched and well written job description.

Q&A

Please post your questions by clicking on the Q&A button in the lower tab of your zoom screen just next to the chat button.



<https://tenncare.ici.umn.edu/>

Resource List

- Direct Support Professional and CMS – DSW RC's Core Competency Job Analysis (ask you TA Consultant for a copy)
- Direct Support Professional: Community Support Services (*sample position description*)
 - » <https://www.nationaladvocacycampaign.org/toolkit/future-dsps/position-descriptions>

Contact Us



If you have additional questions and to receive a copy of the recorded webinar and supporting materials, please email dsp-tn@umn.edu or contact your TA consultant for your region.



Thank you for attending today's webinar.

Next Webinar

Employee Development Part 3
Assessing Employee Performance
July 30th - 2pm Central