

From: VOALA <newsletter@voala.org>
Sent: Wednesday, March 20, 2019 2:08 PM
To: David Fuller
Subject: VOALA Leadership Lookout - Read to the end!

VOALA Leadership News and Updates

Vol. 3

March 20, 2019

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If you have any questions, please contact Human Resources.

Announcements!

GENERAL ANNOUNCEMENTS

We hope you enjoyed your [second issue](#) of the **Leadership Lookout!** This third issue is similarly packed with important information and suggestions to help you climb the Ladder toward leadership excellence. (Remember LAD:DER?) **It also contains a little quiz/contest**, so be sure to **read through the entire newsletter**. As always, let us know if you have any questions or suggestions for future topics and newsletters.

These newsletters include important information that will not only help you as a leader, but is also **required to be a leader at VOALA**. That said, please make special note of the [Leadership Readiness](#) section. Topics included in “[Leadership Readiness](#)” provide the building blocks for leadership competencies that will form your understanding and our expectations of your abilities to advance within the organization.

We also want to call your attention to the [Client File Storage section](#). You must know this for your Leadership role.

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OBTAINING, DISTRIBUTING, & TRACKING BUS PASSES OR GIFT CARDS

Sometimes, programs wish to use bus passes or gift cards for various program purposes, including facilitating program activities (for example, the use of bus passes to facilitate client transportation to appointments, or gift cards to incentivize clients to complete an application or a survey). These passes, gift cards, or tokens **should be considered the same as cash** that needs to be

carefully monitored. This type of expense usually needs to be pre-approved by the funder. Program Managers should account for the inventory of their bus passes or gift cards by tracking them on a log and conducting a weekly audit.

[Please see attached instructions and forms](#) for the use of client gift cards or bus passes.

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CLIENT FILE STORAGE

Under no circumstances are client files to be removed from their designated site. Program leaders should have program processes in place to ensure confidentiality of client information, including storing files under lock and key when not using.

For assistance with setting up processes or questions about this requirement, please call Cinthya Lopez (cinthya.lopez@voala.org) or 213-310-2631 x7656.

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OFFICE MICROWAVES

MANAGEMENT: A flyer will be going out to all sites **asking program managers/program coordinators to post a sticker on each of their microwaves.** The stickers will state:

CAUTION: Do not put any foam, aluminum foil, paper or anything that can cause a fire inside the microwave. Please be cautious on the time set for warm up. Thank you for your cooperation.

Until you get the sticker, **please post the above note outside the microwave.**

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VOALA IN THE NEWS

Check out how VOALA's Young Adult Re-entry Program and Project RISE [are working together to help formerly incarcerated students](#) receive access to important resources.

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Important HR Updates

ACKNOWLEDGMENTS IN ULTI PRO

[UltiPro](#) has a function that allows employees to acknowledge important policies and/or updates. There are two acknowledgments that have been setup by HR for employees to acknowledge: [New Employee Handbook](#) and the [Harassment in the Workplace Policy](#). Only **42.5%** of employees have acknowledged the New Employee Handbook and only **38%** have acknowledged the Harassment in the Workplace Policy. Our goal is to have 100% of the employees acknowledge both documents.

Remind the employees within your team to log into [UltiPro](#) and Acknowledge both. These acknowledgments can be accessed by logging into [UltiPro](#), **click on the “Menu” tab, hover to “Myself” tab and scroll down to the**

“Documents” section and click below on the “Document Acknowledgment.” The employee can then click on each acknowledgment and complete.

Human Resources will be tracking the acknowledgment percentage closely and will advise all leaders that have employees showing pending acknowledgments, to complete within a timeframe.

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LOCATION CODES

Where are you and your employees? UltiPro wants to know!

As VOALA continues to grow with our services, we have an even greater need to know “home base” for each of your employees. This data will now be provided in the individual’s offer letter and referenced for many processes, including mileage reimbursement.

In the next two months, we will be reaching out to leaders with multiple program sites to have you designate the location for each of your employees. You will be receiving information about your location codes from Claudia Zepeda.

Going forward, we will be requesting this information at the time of hire, transfers, or reclassifications.

Should you have any questions about this new process, please contact Claudia Zepeda x 7666.

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LEADERS' PAGE

HR is delighted to announce that effective March 15th, there will be a [Leaders' Page](#) available through UltiPro. The Leaders' Page is intended to provide Managers with information and tools that will help you solve day-to-day problems and support your leadership learning.

Within the [Leaders' Page](#), managers can easily download forms, access the [Employee Handbook](#), learn about JobScore's features that promote efficiency and collaboration, and much more.

Please print the [instructions](#) to help you navigate to the Leaders' Page within UltiPro.

We hope that the Leaders' Page will be an easy “one-stop shop” that will equip you with essential tools to be an effective leader.

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REST AND MEAL BREAK EDUCATION FOR LEADERS: COMING SOON ...

In addition to the [Handbook](#), there will be a new Rest and Meal Break policy. Following the policy, there will be an updated Meal Waiver, as well. Human Resources will educate leaders on the policy, among others, and key points to remember in order to remain compliant with California Laws and Regulations.

Following the training, all leaders will be required to log on to UltiPro and acknowledge that they understand the policies reviewed during the training.

Stay tuned for further communication on the live date for these trainings.

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HEALTH AND SAFETY

Coming this month, we will be providing health and safety information for you to know and to share with employees. This general information of best practices will also include other safety tips, especially as it relates to Typhus, later this month. Stay tuned!

In the meantime, if you have any questions – please let us know.

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Leadership Readiness Program

LAD:DER

Foundational Leadership Competency:
Supervisory and HR Requirements

Skilled in this competency:

Your department is running smoothly, with little to no complaints to management or HR. Employees know what is expected of them (roles and processes), you hold them accountable to these expectations, and, where necessary, you manage their performance and behaviors immediately so that problems do not escalate. You provide timely feedback and coaching to ensure employees have the information they need to perform and be their best at work. Your clarity in communication, expectations, and leadership provides the foundation for excellent teamwork, exceptional collaboration, and increased morale in your department. You consult with HR regularly on disciplinary matters to guide your leadership in challenging situations, especially when disciplinary action will be needed.

Ways you can ensure you are skilled in this competency:

- Know the **Employee Handbook and Policies** in detail so you are aware of the legal requirements of your role
- Attend the **workshops provided by VOALA** to learn about your supervisory and HR requirements as a leader
- Read the **monthly VOALA Leadership Lookout** ([LINK TO ARCHIVE](#)) to stay up to date with supervisory requirements and changes; implement changes right away
- Have those challenging conversations with employees to keep them accountable; don't wait (Remember the "Ostrich Syndrome". Not sure what that is? Call HR!)

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It is not uncommon for employees to wonder what it takes to be a successful leader at an organization. There are definitely particular things VOALA leaders should be good at – particular competencies they need – to find success at our organization. Human Resources/Learning & Development has [prepared a document](#) listing the main competencies needed by leaders here. We think you'll enjoy reviewing it to see where you're meeting those needs (or not) and where you may want to target your professional development.

As the new Learning Portal rolls out, and as we begin to provide more in-person training opportunities, you'll also be able to cross-reference the competencies in the document to VOALA resources that can help you build

them. Consider reviewing the list of competencies with your supervisor to get another perspective on which ones you demonstrate readiness in and where you may want to focus your professional development time.

Enjoy having this resource at hand, and please feel free to contact David Fuller, Learning & Development Manager, with any questions you may have about it at dfuller@voala.org or (213) 251-7691.

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DID YOU KNOW?

WINNER OF LAST MONTH'S CONTEST:

Contest Winner: Andrew Toney in the Upward Bound program won last month's contest, correctly guessing that Bob Pratt has been at VOALA for 604 months. Congrats to Andrew!

MARCH 2019 – CONTEST:

When should you allow an employee to do a different job or move to a different location?

NOTE: There is a hint to this question included in the [Instructions](#) below!

A drawing will be held to determine this month's prize.

Eligibility: You may win only once per year.

**[Click here to find out how to submit your entry
and get a helpful hint!](#)**

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