Supervision New Local Health Officer Orientation July 25, 2018

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Outagamie County

- 640 square miles
 Sixth largest county
 Features strong
 agricultural, manufacturing
 and service sectors.
 City of Appleton Health
 Department
 117 010 residents in root of

- Department
 117,910 residents in rest of county
 20 towns, 10 villages, and 3 cities
 36 member board of supervisors
 Health and Human Services
 Model



Outagamie Public Health Division

- Community Health
 Public Health Officer, 1 FTE
 Preparedness Planner, 1 FTE
 Community Health Educators, 2 FTE
- Deformantly Health
 Health
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 Husing
 HN Supervisor: 1 FTE
 Hublic Health Nursing
 HN Supervisor: 1 FTE
 HH's: 8 staff, 7 FTE
- WIC

- WIC
 WIC Supervisor: 1 FTE
 Nutrition Educators: 4 staff, 3.5 FTE
 Health Aides: 3 FTE (Hmong, Spanish, & English)
 Support Staff (HHS Centralized Supervision)
 3 staff, 2.5 FTE



Supervision Session Objectives

- Describe characteristics of effective supervisors, including any collaborative leadership approaches.

- Describe three personal strengths that can be a supervisory strength.
 Describe effective supervisor approaches to significant changes and challenges in the organization
 Describe the pros and cons of varying solutions to needing more staff

- more staff

 Describe how professional development is handled

 Describe how COLORS can be used in effective supervision.

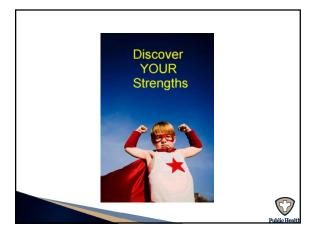
 Special topics of interest:

 Describe similarities and differences in supervising management staff and line staff.

 Describe how to conduct an effective performance evaluation



Characteristics of Effective Supervisors Mentor Trustworthy Respectful Receptive Passionate Compassionate Understanding Honest Empathetic Education of Hexibility Courselors Respectful Receptive Respective Respectful Receptive Respectful Receptive Respectful Receptive Respectful Receptive Respectful R



Personal and Supervisory Strengths

- $\cdot \ Communication$
 - clear direction and expectations*
- listen more*
- inclusive
- transparent
- $\cdot \ Flexible \ management \ style^*$
- · Multi-task vs. do less with more philosophy
- · Role model
- Trusting relationships
- Consistency



Challenges and Change in Public Health

- · Biggest advancement
- · Biggest struggle
- · Most significant change



Do we need more, less, or different staff?

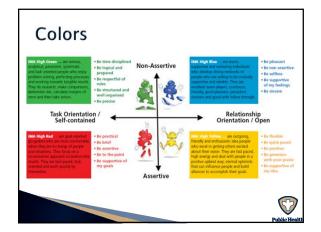
- Data that supports decision
- Financial considerations
- Staff input
- Other options
- Shared resources

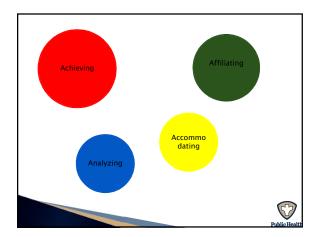


Professional Development

- Accreditation Workforce Development Plan
- Funding required trainings
- PreparednessMCH
- WIC
- Food & Drug Administration Program Standards
- Agency requirements
- Budget limitations







Managing Supervisory vs Line Sta	ıff
Director	
Manager	
Supervisor	
Line Staff	
	Public Healt

Performance Evaluations

- Agency Policy
- More than once a year
- Never a surprise
- ▶ Honest
- Employee is involved in process actively
- Utilize standards for evaluation
- Stay Interviews
- Continued education on the process
- Use your resources



Evaluation Cautions

- Comparing staff in similar roles
- Documentation to support evaluation
- Giving favorable evaluations in all areas when issues are present
- Confusing evaluations and discipline



Beyond Evaluations......

- Generational and individual differences
- ▶ Public recognition of success
- Staff morale
- Having fun at work
- ▶ Role model
- ▶ Consistent implementation of the "rules"
- Employees share more than we know
- Timely feedback (Good and Bad)
- ▶ Friend
- Documentation



Where's the Instruction Manual?

- Termination of long time, loved employee
- Staff person has surgery and does not want co-workers to know
- Budget passed with FTE reduction
- Position tied to grant funding that ends
- Verbal employee is being disciplined
- Staff of varied age, interest, and work ethic
- · We succeed in achieving a goal
- Change from individual to population focus





Questions

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