



WORKFORCE

Skill: Effectively carry out all relevant health center personnel management functions

Level	Behavioral Examples
5-Expert	<ul style="list-style-type: none"> • Craft a clinical staffing plan for the health center to fulfill objectives • Create a structured template and a series of questions for conducting interviews for key clinical positions in the health center • Develop innovative retention approaches to create a rewarding and fulfilling work environment • Demonstrate Skilled behaviors
4-Skilled	<ul style="list-style-type: none"> • Coach others on how to conduct performance reviews, and how to recruit the best employees and keep them on board • Demonstrate Applied behaviors
3-Applied	<ul style="list-style-type: none"> • Conduct real-time coaching/mentoring when I see an opportunity for it • Provide coaching and feedback in a timely, candid, and respectful fashion • Conduct performance reviews • Recognize the effort of individuals and celebrate excellence when observed • Use a variety of methods to attract qualified talent <ul style="list-style-type: none"> ○ LinkedIn/social media ○ Employee/manager referrals ○ Professional societies/associations ○ Community outreach • Execute recruiting and retention strategies
2-Basic	<ul style="list-style-type: none"> • Understand personnel management fundamentals (managing direct reports, performance evaluation, progressive discipline, etc.)

	<ul style="list-style-type: none">• Can execute effective recruiting and retention strategies with assistance from others
1-Learning	<ul style="list-style-type: none">• Aware of the responsibilities for effective personnel management in the health center, but have limited to no experience in managing other people

