

METROPOLITAN HUMAN SERVICES DISTRICT	Policy #: 3081
Subject: Chain of Command Policy	Effective: October 20, 2008
Division: Human Resources	Reviewed: Minimum of three years
Approved by: Executive Director	Revised: NA

POLICY:

It is the policy of Metropolitan Human Services District to require District personnel to properly use their assigned chain of command to insure a high level of efficiency of office functions and to maintain the designated levels of authority and responsibility.

PURPOSE:

The purpose of this policy is to provide guidance for employees on directives and effective and proper use of the chain of command.

APPLICABILITY:

This policy shall be applicable to all employees of MHSD.

DEFINITIONS:

Chain of Command: The formal channels in the District that distribute authority and provide a path for dissemination of information, both upward and downward.

Supervisor: The Supervisor is responsible for the day-to-day performance of his/her employees. Each MHSD employee will be assigned a supervisor who will have direct control and responsibility for the employee's work assignments, performance, resolve problems as they arise, etc. The supervisor is also the person responsible for preparing the employee's Performance Planning and Review and for approving/ disapproving the employee's leave request.

Functional Supervisor: The "Functional Supervisor" is responsible for a specific project or activity and has the authority to give directions to an employee that is involved in performing a task in regard to that project or activity only.

Chain of Command

Communication: Communication is a process that allows an organization to exchange information by several methods (i.e., verbal, memos, staff meetings, administrative meetings, etc.). All supervisory level positions are responsible for dissemination of information to their next lower level of staff. It is also imperative that supervisors pass information up to the next higher level in their chain of command.

PROCEDURES:

The following chain of command shall be adhered to when reporting any problems or complaints that arise within Metropolitan Human Services District (MHSD). An employee may contact Human Resources at anytime during this procedure if they have any questions or need assistance.

- Step 1. The employee shall report the problem/complaint to his/her immediate supervisor.
- Step 2. If not satisfied with the decision made at the Step 1 level; the employee shall report the problem/complaint to the next level supervisor, and the next, until you reach the level of the Manager or Administrator.
- Step 3. If not satisfied with the decision made at the Step 2 level, the employee shall report it to the Deputy Director.
- Step 4. If not satisfied with the decision made at the Step 3 level, the employee shall report it to the Executive Director which is the final for MHSD.

An employee may contact Human Resources at anytime during this procedure if they have any questions or need assistance.

BYPASSING THE CHAIN OF COMMAND

When immediate action is required, when time is of the essence or when the use of the chain of command would unduly hinder the efficient performance of the employee's assigned duty. When the chain of command is bypassed, it shall be the responsibility of the employee to notify the bypassed supervisor within a reasonable amount of time.

LATERAL COMMUNICATIONS

The chain of command does not prohibit lateral communication between MHSD employees when the communication is required to perform assigned duties.

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Human Resources will maintain and distribute organizational charts that will identify the organizational structure of MHSD.

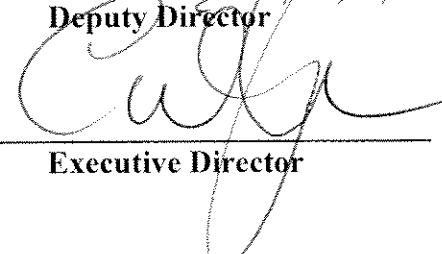
POLICY VIOLATIONS

Violations of this policy may result in disciplinary action up to and including dismissal.

MONITORING:

Annual update of Administrative and Program Policy Manuals, and scheduled review of District policies will be monitored by the Executive Director's Administrative Assistant.

Reviewed By:  Date: October 31, 2008
Deputy Director

Approved By:  Date: October 31, 2008
Executive Director