

SKILLS/TASKS	LEVEL	BEHAVIORAL EXAMPLES
<p>Hire, orient, retain, develop, manage, and ensure effective leadership of high-performing team members.</p>	<p>5</p>	<ul style="list-style-type: none"> ■ Maintain focus on strategic priorities, new business development, coaching leaders, and providing decision support to the Board of Directors and executive leadership team ■ Maintain awareness of relevant resources available in the professional community through a variety of methods (e.g., networking, industry and professional organizations, conferences, research, etc.) ■ Act as an internal consultant/mentor to support the growth of high performing health center managers/leaders ■ Encourage staff involvement in leadership roles with industry and/or professional and civic organizations and other strategic partners

	<p>4</p>	<ul style="list-style-type: none"> ■ Encourage team members to attend and participate in external conferences and represent the health center within the community ■ Actively engage team members in preparation of presentations for diverse audiences, and provide support for new or unfamiliar tasks ■ Develop a team of highly effective managers, capable of overseeing/doing most process-related & tactical work independently ■ Employee engagement assessments indicate high levels of employee satisfaction with almost all aspects of the job ■ Champion a health center environment that embraces shared accountability and supports a just culture in managing employee performance issues ■ Contribute to health center wide policies on employee performance management
--	----------	---

SKILLS/TASKS	LEVEL	BEHAVIORAL EXAMPLES
<p>Hire, orient, retain, develop, manage, and ensure effective leadership of high-performing team members.</p>	<p>3</p>	<ul style="list-style-type: none"> ■ Provide day to day oversight of a well-performing health center operations team ■ Utilize just culture principles to manage performance issues ■ Provide input and follow health center policies on managing employee performance issues ■ Engage in personal continuing education to increase knowledge, skills and capacity for improved performance and taking on higher levels of responsibility ■ Create opportunities for staff development ■ Recruit, develop, and retain a diverse, high-quality workforce in an equitable manner ■ Employee engagement assessments indicate high levels of employee satisfaction with most aspects of the job
	<p>2</p>	<ul style="list-style-type: none"> ■ Support hiring, retention and staff development by participating in assigned projects, tasks and management processes ■ Discuss the fundamental components of a strong staff retention and development program ■ Participate in self or health center directed training in managing employee performance issues ■ Understand the health center’s performance management policies and procedures
	<p>1</p>	<ul style="list-style-type: none"> ■ Learning about staff engagement, and the tools available to support hiring, performance and retention ■ Support elements of hiring, staff development and retention processes (e.g., reports, review of applications, etc.) as directed ■ Learning about processes related to employee performance management