

LAC+USC MEDICAL CENTER POLICY

Subject: OFFICE OF HUMAN RESOURCES		Original Issue Date: 7/1/95	Policy # 500
		Supersedes: 5/9/17	Effective Date: 10/30/20
Departments Consulted: DHS Human Resources Nursing Services Human Resources Committee	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by:	
		(Signature on File) Chief Medical Officer	
		(Signature on File) Chief Executive Officer	

PURPOSE

To define the scope and responsibility of Department of Health Services Human Resources (DHS HR) and to identify employment requirements of all prospective employees for the LAC+USC Medical Center.

POLICY

DHS HR is responsible for the comprehensive and coordinated personnel management program in accordance with applicable regulatory and advisory agency standards for the LAC+USC Medical Center. The Human Resource Administrator oversees the following service areas: Operations, Employee Relations, Recruitment and Examinations, Payroll, Performance Management, Regulatory Compliance, Classification/Compensation, Training and Organizational Development, as well as facility Onsite Human Resources offices.

DHS HR provides recruitment, selection, and training and development services to facility employees and oversees the Onsite Human Resources offices that handle the onboarding of contract personnel, as well as many of the daily human resources operations at the facility such as investigation of performance and employee relations issues.

The mission of the DHS HR is to recruit, maintain, and advance a competent, dedicated workforce and to provide quality services to our employees and the community we serve, in support of the LAC+USC Medical Center.

DHS HR supports the facility by recruiting and maintaining a competent staff that is assessed annually through job-specific evaluations and competency testing to determine the ability of the staff to meet their responsibilities; administering orientation and training programs; and ensuring staff comply with employment requirements.

PROCEDURE

Employment Requirements

Each individual seeking employment shall be requested to verify eligibility for employment in accordance with the Immigration Reform and Control Act of 1986.

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DHS HR is functionally divided into eight sections. They are:

- **Operations**

The Operations Section is responsible for processing activities related to the hiring, promoting, terminating and transferring of all personnel. This includes the processing of bonuses, new employee orientation, bilingual examinations, employee benefits, address and name changes, photo identifications background checks/fingerprinting, maintenance of employee personnel folders, distribution of performance evaluations, scheduling of pre-employment and annual physical examinations, monitoring outside employment of Department employees, and workforce reduction activities. Operations staff is assigned at our various facilities to assist and refer facility-based DHS employees to the appropriate DHS-HR staff.

- **Recruitment and Examinations**

Recruits, examines, processes and retains a competent workforce. Works with facility and DHS management staff in the development of examination bulletins, processing applications, coordinating interviews and issuing Appraisals of Promotability.

- **Employee Relations**

Administers the LAC+USC Medical Center's Employee Relations Program. This includes interpreting memoranda of understanding, representing management in contract negotiations, and providing technical support to management in employee relations and/or grievance matters.

- **Performance Management**

Provides technical support to management and supervisors in investigating allegations of employee misconduct and deficient performance and in the implementation of appropriate, timely, and effective disciplinary actions.

It conducts internal investigations involving disciplinary matters and recommends appropriate action. This unit also represents the Department in Skelly and Civil Service hearings.

- **Regulatory Compliance**

Provides technical support to ensure the organization complies with the Joint Commission standards and other regulatory agency standards impacting the LAC+USC Medical Center. This unit develops departmental policies, procedures, practices, and standards. It also monitors the facility's compliance with documentation standards and mandatory training requirements.

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- **Payroll Operations**

Ensures the timely and accurate payment of salaries and other benefits to facility employees. Maintains a timekeeper/reporting/recording procedure that is accurate and in compliance with fiscal management procedures governed by law, general accounting principles, and the County Auditor-Controller practices.

- **Classification/Compensation**

This Section is responsible for developing new and updating existing classification specifications, conducting single and multi-job family reviews to ensure appropriately described and delineated class specifications, conducting compensation studies to determine the County's competitive posture to the local community and developing CAO/DHR recommendations that support internally consistent and externally competitive pay rates. In addition, they are responsible for providing assistance in preparing organization charts, advising on the appropriate classification based on the duties identified by the program office, processing all Additional Responsibilities Bonuses, Superior-Subordinate Pay, and Special Step Placement request to ensure consistency with management to assure appropriate allocation request are submitted, and providing classification/compensation consultation and services based on facility and functional area of responsibility assignments.

- **Training and Organizational Development**

Responsible for developing and conducting Human Resources' training programs. Instructors identify training needs and develop teaching programs. These programs are measured and assessed to ensure compliance with training objectives.

RESPONSIBILITY

Office of Human Resources

REFERENCES

Immigration Reform and Control Act of 1986
California Labor Code
Civil Service Rules 6.04, 11.08
Los Angeles County Code

REVISION DATES

October 20, 1998; April 9, 2002; September 29, 2008; February 11, 2014; May 9, 2017; October 30, 2020