

HOPE'87 Guidelines on Staffing
(to be read in conjunction with the HOPE'87 Personnel Manual and the Austrian Labour Laws)

As an employer, the senior management of HOPE'87 has the responsibility to:

- (a) Ensure that HOPE'87 complies with the Labour Law, the Labour Protection Law, and the Working Time Act as well as workplace safety regulations valid in the country of operations (in case of absence of such regulations the Austrian regulations shall prevail) and reviews its employment arrangements periodically to ensure they comply with good practice;
- (b) Ensure staff is provided with job descriptions, orientation, management, training and performance appraisals;
- (c) Ensure that staff has the skills for the job they occupy and comply with any statutory or professional regulations;
- (d) Ensure staff is openly, fairly and systematically recruited;
- (e) Review periodically the staff structure and effectiveness of the working relationship between the Board and staff;
- (f) Produce a Personnel Manual and review it regularly;
- (g) Ensure that all staff have access to the HOPE'87 procedures, manuals, guidelines, and are fully briefed on them when joining the organisation;
- (h) Ensure that all staff members have access to HQ without detriment to their employment contract if their queries, complaints or comments are not accepted by the supervisor or Country Representative. Access is also ensured to the Board if HQ fails to respond adequately to staff member's queries, complaints or comments.
- (i) Ensure that all staff has up-to-date job descriptions, including required qualifications, duties, reporting relationships and performance measures;
- (j) HOPE'87 requires staff appraisals to identify areas for performance improvement or training and development; this is conducted and documented at least annually for each staff member;
- (k) Ensure that new staff, whether employees or volunteers, receive an orientation which includes a review of the organisation's personnel policies and procedures, their rights and responsibilities as staff, and expectations in respect of performance and appraisal;
- (l) Ensure that an appropriate training policy and plan for staff members exists;
- (m) Ensure that a process is in place for reviewing and responding to ideas, suggestions, comments and perceptions from staff;
- (n) Ensure that up-to-date records are kept of all personnel transactions, and individual staff have access to transactions relating to themselves and any personnel file that is kept about them.