**ECONOMIC** **SERVICES TELEWORK AGREEMENT**

Telework employees will be required to meet all standards of job performance for his or her classification and comply with the agency’s established policies, procedures, and guidelines. Telework employees will be required to stay current on County, Department, unit, and work group communications. The policy and procedures that apply to the central workplace shall remain the same for the teleworking employee. This shall include but not be limited to, performance management. Teleworking assignments do not change the conditions of employment or required compliance with rules, laws, and policies. It is expected that employees report to work daily as required by their job description. The work week is Monday through Friday and hours are according to your specified work schedule.

The Telework program can be discontinued at any time if it is felt to be detrimental to the delivery of services to the citizens of Onslow County or at the discretion of the DSS Director. A Supervisor will recommend termination of an employee’s telework if they find productivity, customer service, time, and/or attendance is below expectations, and/or if there are any identified performance issues. Telework is not an entitlement, is not a County benefit, and it in no way changes the terms and conditions of employment.

**REQUIREMENTS AND RESPONSIBLITIES OF TELEWORKING EMPLOYEES:**

* Work a specified schedule according to flex schedules available to employees and approved by your Supervisor
* Be available to come to the agency as needed or requested and attend all training and meetings either in person or virtually
* Maintain high-speed internet capabilities in home office
* Check voicemails and emails at least twice daily and respond within the 24 hours unless immediate attention is required
* Maintain productivity of 20% or higher than unit average for in-office caseworkers and meet all required timeliness and accuracy standards set forth by the County, state or federal program mandates
* Communicate daily with Supervisor and Lead Worker through Microsoft Outlook Email, Microsoft Teams, and/or telephone calls
* Must attend all weekly supervisory conferences
* It is expected that employees will respond to all Supervisor and Lead Worker requests within 30 minutes unless clocked out for lunch or on approved leave
* Complete Daysheets and Daily Activity Log daily
* Provide evidence of appropriate dependent care for family members, as requested.
* Be prepared to receive scheduled and unscheduled visits from DSS Management or County IT to ensure location and set up for telework is and/or remains according to specifications

**REQUIREMENTS OF SUPERVISOR**

* Evaluate work daily, weekly or monthly depending on assigned work by running a NC Fast User Transaction query, reviewing Daily Activity Log for all non-NC Fast activities related to casework.
* Review Daysheet activities daily
* Communicate daily with all telework staff via Outlook Email, Microsoft Teams, and phone calls;
* Maintain adequate coverage for the unit and give enough notice to telework employee if in-person attendance is required to cover vacancies, staff DRT needs or run agency disaster programs
* Establish a policy for central printing and ensure that all notices and forms that require mailing are sent daily.

**SAFETY & DESIGNATION OF WORKSPACE**

According to the National Fire Protection Association (NFPA), smoke alarms should be installed on every level of your home, including the basement.  The employee has the responsibility to maintain his/her home workspace in a safe condition, free from hazard or other dangers as outlined in the Home Office Safety Checklist. The employee understands staff representing the county may visit the employee’s home workspace for the purpose of determining it is safe and free from hazards. The county does not assume any liability for loss, damage or wear of employee-owned equipment, furniture, etc.

Teleworkers who work at home will have a designated workspace agreed to by the Agency and maintained by the employee. A suitable physical workspace available in the employee’s home will be a critical factor to ensure confidentiality. Location of employee’s workspace cannot be part of the common areas of the home such as dining room, living room, kitchen, family room or any bedroom that is used for dual purpose. Workspace should have the availability to be locked. Doors and windows should be locked when the home is office is not in use. No one should have access to the home office when it is not occupied by the employee.

**Home Office Safety Checklist**

Maintaining a safe home office is the teleworker’s responsibility.  The following checklist is designed to assess the overall safety of an alternative worksite.

|  |  |  |  |
| --- | --- | --- | --- |
|   | **General**  | Yes  | No  |
| 1  | Workspace is away from noise, distractions, and is devoted to your work needs |   |   |
| 2  | Workspace accommodates workstation, equipment, and related material |   |   |
| 3  | Floors are clear and free from hazards |   |   |
| 4  | Phone lines and electrical cords are secured and away from heat sources |   |   |
|   | **Fire Safety**  |   |   |
| 5  | There is a working smoke detector in the workspace area |   |   |
| 6  | Walkways aisles, and doorways are unobstructed |   |   |
| 7  | Workspace is kept free of trash, clutter, and flammable liquids |   |   |
| 8  | All radiators and portable heaters are located away from flammable items |   |   |
|   | **Electrical Safety**  |   |   |
| 9  | Sufficient electrical outlets are accessible |   |   |
| 10  | Computer equipment is connected to a surge protector |   |   |
| 11  | All electrical plugs, cords, outlets, and panels are in good condition; no exposed/damaged wiring |   |   |
| 12  | Equipment is placed close to electrical outlets |   |   |
| 13  | Extension cords and power strips are not daisy chained and no permanent extension cord is in use |   |   |
| 14  | Equipment is turned off when not in use |   |   |
|   | **Other Safety and Security Measures** |   |   |
| 15 | Log out when computer is not in use |  |  |
| 16  | Working files and data are secure  |   |   |
| 17  | Materials and equipment are in a secure place that can be protected from damage and misuse |   |   |
| 18  | You have an inventory of all equipment in the office |   |   |

Signature of Worker: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_

Signature of Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_

Signature of Program Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_

Signature of Director: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_