



**COUNTY OF MENDOCINO
CANNABIS DEPARTMENT**

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<https://www.mendocinocounty.org/departments/cannabis-department>

DATE: April 10, 2023
TO: Cannabis Department Staff
FROM: Steve Dunncliff, Interim Cannabis Director
RE: Internal Policy # 02 – Cannabis Department Performance Expectations

PREVIOUS PERFORMANCE EXPECTATIONS

Previous performance expectations, none. Performance evaluations previously based solely on standard County performance evaluation sheet.

PURPOSE

To promote a consistent measure of individual accountability within the Cannabis Department (hereby "Department"), "performance expectations" will be implemented.

DEFINITIONS

Performance Expectations – a list of standard performance expectations required of the individual staff member to create a homogenous and healthy work environment.

SCOPE

The performance expectations are considered a mutual agreement between supervisor and staff to ensure all parties are on the same page and to foster communication. All Divisions within the Department shall be responsible for adhering to this policy.

EXPECTATIONS

1. Establish a timeline, strategy and desired outcome for each objective that is assigned to you. When unsure, consult your supervisor for guidance.
2. Monitor your tasks independently and prioritize your workload. Be prepared to articulate how and why you make your decisions.
3. Stay focused on the outcome. Fair and consistent application of the regulatory structure is our priority and primary function.
4. When interacting with the public, actively listen to the individual to better understand their needs and concerns. Be firm, but courteous in dealing with the public. Be assertive, but fair in your actions and/or methods. Ensure every effort is made to communicate progress expectations, timelines, and granted timeline extensions with the responsible party.
5. Be professional in your conduct while representing the County. Be respectful of all County staff. This includes respecting county staff's socioeconomic diversity, native language, and ethnic/racial origin.
6. Be communicative with all interested parties, as long as it does not jeopardize the regulatory structure or violate County or Department policies, procedures, or practices.
7. Completely document your actions and referrals. Excellent record keeping is an absolute necessity.
8. If you are assigned special duties or are responsible for a particular program, stay informed of current trends and activity. Pay special attention to record keeping deadlines for your duties.
9. Communicate with the team. Keep your supervisor apprised of progress, particularly on sensitive or complex situations. Actively participate in all-staff meetings, team meetings,

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and one-on-one meetings with your supervisor by providing relevant input, feedback, observations, and solutions.

10. Read, understand, and follow all formalized policies and procedures adopted by the Department and County. If you need assistance in locating or understanding the policies and procedures, contact your direct supervisor.
11. Do not change policy, procedure, or practices "On the Floor". Creativity is encouraged; however, this is a team, and changing procedure informally without supervisor consultation puts the team and management at risk. Always share ideas with the team and wait for procedures to be formally adopted. Obtain supervisor approval, when needed.
12. If you recognize something that needs to be fixed, come forward with the problem; offer a reasonable solution, or willingness to brainstorm a solution, and thoroughly explain your point of view. Examples are encouraged.
13. Follow all ethical and compliant instructions and directives of your direct Supervisor and the Division Manager. Always follow your chain of command in all that you do and be avoidant to seek out alternative answers to that of your direct supervisor through another supervisor or the manager. If there is a concern regarding the instruction or conflicting instruction, please refer to the County Employee Handbook for the appropriate pathway to resolution.

RESPONSIBILITY

It is the responsibility of the individual to achieve these expectations. Failure to meet the agreed performance expectations may result in verbal or written counseling, written reprimand, or additional actions, up to or including termination.

AUTHORITY

Policy Approved:



Steve Dunncliff, Interim Cannabis Director

Date:

5/9/23