

Managers Packet: Manager's Manual and Templates

How to Use These Documents

Purpose

The purpose of the Managers Packet, including the Manager's Manual and templates, is to assist Public Health Services (PHS) Leadership and Management by providing essential management related information about the department and programs, ensuring knowledge transfer, and maintaining program operations.

Alignment

This effort supports: Public Health reaccreditation, quality assurance, workforce development and training, including developing Core Competencies for Public Health Professionals (e.g., management skills), knowledge management, and retention efforts.

Target Audience

The target audience for the Managers Packet, including Manager's Manual and templates includes all Public Health Leaders, Senior Staff (Managers and Supervisors) within PHS, and, in the case of the Program Operations Manuals, once completed, program staff.

Overview of the Documents

The **Manager's Manual** provides a brief description of each of the essential management functions, and the key resources for each area of responsibility of departmental managers. The Manager's Manual is to be used as a desk aide and resource guide for management related requirements. The Manager's Manual will be updated every 2 years by PHS Admin branch. The Manager's Manual is intended to be a resource particularly for Managers new to PHS.

The **Needs Identification Template** is a tracking tool for branch leadership and management. The Needs Identification Template is to be completed by each branch management team every 2 years and is a tool to identify which policies, procedures and Program Operations Manuals are needed, and to track the development of those policies, procedures, and manuals.

The **Program Operations Manual Template** is to be completed for each program of the department and updated every 2 years by program managers. If Program Operation Manuals are up to date and are currently in an alternate template format, please use the Program Operations Manual Template for the *next* 2-year update to ensure consistency of format for all PHS Program Operations Manuals.

The **Program Index Template** is also to be completed every 2 years by branch program management and serves to provide a *high-level* overview of each of the programs within the department. This information is requested periodically by agency leadership including Agency Budget Office and others.