

Two-Minute Tuesday Video Script: Employee Advocate Program

<http://www.pinellascounty.org/hr/two/videos/advocates/advocates.html>

Slide 1: Welcome to Two Minute Tuesday, I'm Jim Valliere. Today's topic is the Employee Advocate Program.

Slide 2: Sometimes a County employee is facing a discipline or grievance situation, and they need some help to communicate their message clearly.

Slide 3: In these cases, County employees have an avenue that they can turn to, and that is the Employee Advocate Program. The Advocate Program, which is administered by the Employees' Advisory Council, provides assistance for classified employee to help them prepare for a pre-disciplinary hearing, an informal grievance panel, or a hearing before the Personnel Board. This help may be on the phone or in-person, and is designed to help the employee understand the issues involved and to help them plan their response.

Slide 4: Advocates are County classified employees that volunteer to help others in need. They have management approval to serve in the program. They also are allowed limited work time during the week to assist an employee, and there may be times when an advocate volunteers additional time outside of their normal work hours.

Slide 5: Advocates have provided immeasurable guidance and advice to fellow employees over the years, and they gain a lot of experience and satisfaction in helping other employees.

Slide 6: *Video clip of Leena Delli Paoli*

I really enjoy being an advocate as it allows me to help other employees in their time of need in an experience that can be stressful for them. It's not necessarily that we argue their case for them but rather that we help them to explain the facts and hopefully come out with best outcome for both the employee and the County.

Slide 7: *Video clip of Ashley Skubal*

We are there for support. We are there to be a dictionary for these employees. Very rarely do we ever have to be sitting in front of a whole bunch of people. It's usually just us and the management in the room, and we sit there and talk it through. We talk about what happened, what this person is going to do to make it better, and what we hope for an outcome.

Slide 8: The Advocate program is fully endorsed by the Appointing Authorities and Personnel Board and has received many positive comments from employees and management over the years.

Slide 9: If an employee encounters a situation in which they will need the assistance of an advocate, help is just a phone call away. You can call Human Resources at 464-3506 to get information about the program and advocates' names.

Slide 10: If you would like to become an advocate, the Employees' Advisory Council is always looking for individuals who are willing to help. You can find all the information about the Employee Advocate Program and becoming an advocate on the Human Resources website [www.pinellascounty.org/hr/advocate].

Slide 11: Thanks for tuning in to Two-Minute Tuesday. To subscribe and watch previous episodes, visit us online.