

Fauquier County Department of Fire Rescue

OPERATING PROCEDURE

No. 136



Work Force Telestaff System

Effective Date: August 19, 2020
Revision Date:

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Forms:

Approved By: Darren L. Stevens, Fire Rescue Chief

A handwritten signature in black ink, appearing to read "Darren L. Stevens".

PURPOSE

To establish procedures for individual interaction with the Work Force Telestaff (WFTS) system in order to maximize the efficiency of the system and provide a reliable means to ensure staffing needs are properly handled.

SCOPE

This procedure pertains to Fauquier County Department of Fire, Rescue and Emergency Management operational members.

I. PROCEDURE

All personnel shall interact with the WFTS in the following manner:

- A. Sign-up Lists - Individuals shall utilize the appropriate sign-up lists to identify dates that they are available to work overtime for minimum staffing. These dates should be entered at least 14 days in advance but can be entered on a shorter basis if necessary. If an individual's availability changes to unavailable, WFTS should be updated and the sign up work code removed from the individual's calendar.
- B. Vacation Leave – Requests for vacation leave shall be entered into the system by the individual requesting to be off. Requests for annual leave with less than ten days' notice shall be made via notification to the Fauquier County Leave Line for consideration and entry by the on-duty Battalion Chief. Annual leave requests will be prioritized based on date of entry and/or in compliance with Operating Procedure 109.
- C. Shift Substitution – Individuals shall enter shift swaps that are arranged in accordance with Operating Procedure 110. Roster positions must be suitable for the involved employees. If necessary, an individual may request that the station officer switch their position on any given roster to allow a trade to be accepted. This will only be allowed if it does not create a roster vacancy. Each individual must check the times for the period of the trade to ensure accuracy.
- D. Messages – Each individual shall log into the system each work day to check messages. Additionally, all pages received from WFTS shall be returned as soon as practical.

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- E. Errors – All suspected errors or undesirable behaviors within the WFTS system shall be brought to the attention of the department’s program manager with responsibilities for time, attendance and leave management in a timely manner.
- F. Notes – Notations can be made on the roster for each roster entry. Individuals making notations shall ‘sign’ the note by leaving their name or initials in the entry.

II. STAFFERS

Employees that have advanced training within WFTS scheduling solution. Staffers have a more detailed set of scheduling responsibilities:

- A. Roster Management – The staffer shall be responsible for manipulating the roster for their assigned shift to accurately reflect daily work assignments. During the course of their workday they will look at the next 15 days of scheduling to assure that vacancies are filled, coded and prioritized properly. Staffers will also look at the following detailed items:
 - 1. Properly staffed work locations
 - 2. Limit operational overtime
 - 3. Work Code errors
 - 4. Swaps are equivalently covered with no roster deficiency
 - 5. Report deficiencies to the on duty Battalion Chief, or department leave manager.

III. STATION OFFICERS

Station Officers have the following responsibilities:

- A. Roster Management – The station officer shall be responsible for manipulating the roster to accurately reflect the daily assignments. The roster for the next workday shall be manipulated by 2200 hours of the previous workday in an attempt to allow personnel to know where they should expect to work barring unforeseen changes. The station officer shall also check the roster by 0700 of each workday to verify the accuracy of the roster. No roster manipulation shall take place more than 15 calendar days in advance without the approval of the department’s leave manager.
- B. Attention shall be given to the work codes for each employee to ensure accurate representation of working status.

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IV. BATTALION CHIEFS

Battalion chiefs have the following responsibilities:

- A. Roster Management – The battalion chief shall check the roster for accuracy by 0700 of each workday. Additionally, the battalion chief shall check the rosters for the next three calendar days to verify that no vacancies exist.
- B. Sick Leave – The on duty battalion chief shall enter unanticipated sick leave as individuals request sick leave via The Fauquier Leave Line. Requests for anticipated sick leave shall be forwarded to the assistant fire chief for approval and entered by the department’s leave manager.
- C. Details – On duty details shall be entered into WFTS by the on duty battalion chief (e.g. Precepting, Remedial Training,).
- D. Vacancies – Vacancies shall typically be filled through the auto-scheduler’s auto hiring process unless adequate time does not exist for the system to run. The auto-hiring process, however, shall not be manually started after 2000 hours.
- E. Holdovers – When staffing needs dictate that a holdover is necessary, the on duty battalion chief must review and manipulate the roster to ensure the proper holdover will result. The battalion chief must ensure that the vacancy is created at the most appropriate lowest certified level by manually moving people up to a higher certified position if possible. The battalion chief must use the fill-by rules function to fill the vacancy from the appropriate holdover list (Holdover 0600-1800, Recall 1800-0600).
- F. Responsibility to process all calls to the Fauquier Leave Line on the same day they are received.

V. DEPARTMENT LEAVE MANAGER

The department leave manager or his/her designee have the following responsibilities:

- A. Auto-scheduler – The department leave manager shall monitor the auto-scheduler and make necessary roster adjusts as needed. As appropriate, the leave manager shall approve pending leave requests and notify individuals when leave cannot be approved.
- B. System maintenance – The department leave manager shall maintain the system and ensure that the system is properly backed-up.

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VI. HIRING LISTS

The following are definitions of the various hiring lists:

- A. Career Sign-up – Offers vacant roster positions to career members who possess the required specialties in WFTS and are signed up as available. Priority is based on date of last offer from this list. Offers are reserved for 60 minutes.

- B. Holdover – Identifies career members from the roster working at 0559 hours to be mandatorily held over who satisfy the requirements for the position. People not regularly assigned to the shift working the day prior shall be manually skipped. This list rotates based on date of last holdover (Holdover/Recall logging).

- C. Career Offer – Offers vacant roster positions to personnel not assigned to work on the date of the vacancy who meet the certification requirements of the position and voluntarily request to be placed on this list. This list is not associated with any sign-up. This list is to be used when the sign-up lists have been depleted and the vacancy is unfilled. Priority sorting is based on rank, unit specialties and last overtime offer date. Offers are reserved for 60 minutes.

- D. DECON Signup - Offers vacant DECON roster positions on Wednesday’s to career members who are part of the DECON group. Group of personnel that have been trained to effectively operate decontamination equipment and possess the required specialties in WFTS and are signed up as available. Priority is based on date of last offer from this list. Offers are reserved for 60 minutes. This is related to a program originally developed during the COVID-19 pandemic response and may be used for future DECON needs.