

Standard Area 4.0

Practice Management



4.6 Human Resources Management

This standard is applicable to regulated members who are responsible for the management of employees.

Standard

A **regulated member** of ACSLPA, who is *responsible for the management of employees*, ensures the appropriate management of human resources to support **competent**, safe, **inclusive**, and effective service delivery.

Indicators

To demonstrate this standard, the regulated member will:

- a) Recruit and employ staff with the appropriate qualifications, education, and registration to support competent service delivery.
- b) Ensure that appropriate administrative policies, procedures, and documents are in place and implemented to support effective human resources management and an inclusive workplace (e.g., job descriptions and contracts, orientation procedures, periodic performance review, human resources policies).
- c) Demonstrate principles of inclusive supervision (i.e., recognizing that supervisees can contribute effectively regardless of differences from the dominant culture or their culturally and linguistically diverse status).
- d) Ensure clinical policies, procedures and training opportunities are in place and implemented to ensure competent, safe, inclusive, and effective service delivery, within available resources.

Expected Outcomes

Clients can expect that the appropriate management of human resources is in place to support competent, safe, inclusive, and effective service delivery.

Client refers to “a recipient of speech-language pathology or audiology services, and may be an individual, family, group, community or population. An individual client may also be referred to as a patient”.

Competence/competent/competency refers to “the combined knowledge, skills, attitudes and judgment required to provide professional services.”

Inclusive care involves “creating an atmosphere in which all people feel valued and respected and where equal access to opportunities and resources are provided to people who might otherwise be excluded or marginalized.”

Regulated member refers to “an individual who is registered with ACSLPA in any of the regulated categories of membership prescribed by *ACSLPA Bylaws*, the *Health Professions Act* and our *Regulations*.”