

# JOB DESIGN FRAMEWORK

What does a quality job look like? The Job Design Framework offers a menu of components that come together in different ways to create the right quality job for the context.



## FOUNDATIONAL

### **Compensation**

- Wages & benefits
- Financial incentives
- Employee loans
- Access within pay period

### **Fundamentals**

- Safety
- Fairness
- Respect
- Job Security
- Grievance procedure

### **Structure**

- Open communication
- Stable hours & scheduling



## SUPPORT

### **Training**

- Entry level
- Specialized

### **Internal Assistance**

- Supervisory training
- Job coaching
- Peer mentors
- Team development
- Financial counseling

### **External Linkages**

- Tax credits
- Childcare
- Transportation
- HR services



## OPPORTUNITY

### **Career Development**

- Cross training
- Advancement
- Educational benefits

### **Acknowledgment**

- Internal & external recognition
- Leveling of perks

### **Engagement**

- Participation/Self-Management
- Representation/Mattering
- Pride
- Ownership

# THE THREE PILLARS OF THE *JOB DESIGN FRAMEWORK*

## FOUNDATIONAL

The Foundational pillar includes many of the basic elements of a job that any person would expect walking into a workplace. Together, these define the core, everyday relationship between an employee and employer. In addition to fundamental items such as wages, benefits, and safety, this pillar includes:

- **Financial incentives** – employee bonus systems that are tied to results
- **Employee loans** – short-term loans for emergencies that are repaid with payroll deductions
- **Stable scheduling** – work schedules that are set two weeks in advance, allowing employees to plan for child-care coverage and other needs

## SUPPORT

The Support pillar includes assistance to help employees perform their job well—and achieve stability outside the workplace. In addition to elements such as on-the-job training, this pillar includes:

- **Supervisor training** – to build the skills of supervisors (communications, coaching, priority setting) to help them get better results from their teams
- **Job coaching** – to help employees manage life issues, such as transportation challenges, that may impact job performance
- **Financial counseling** – to help employees better manage their income and expenses and build personal wealth
- **External referrals** – to connect employees to programs and services that can assist with child care, transportation, etc.

## OPPORTUNITY

The Opportunity pillar includes support to help employees advance in their careers and develop as individuals. In addition to educational advancement options such as paid tuition, this pillar includes:

- **Connection to mission and goals** – clearly and frequently communicating the company mission and short- and long-term goals so all employees understand how their work contributes to something greater
- **Cross training** – where wages increase as skill increase
- **Career ladders** – that provide opportunities for skill growth, career advancement, and higher wages

## Better Jobs as a Competitive Business Advantage

The Job Design Framework allows you to choose the combination of items that best fit the needs of your business and your employees. Think of it as a menu rather than a mandate. Employers should discuss job design with frontline workers to identify the most impactful changes. A good job for one worker may not be a good job for another. But the better the job, the more likely an employer will attract and retain the best workers in a tight labor market. For more information on designing quality jobs, visit [https://tiny.cc/JQ\\_Resources](https://tiny.cc/JQ_Resources).