



workforce  
SOUTHWEST WASHINGTON



# Columbia-Willamette Workforce Collaborative Quality Jobs Initiative

## Predictable Hours



Over the past year, the [Columbia-Willamette Workforce Collaborative \(CWWC\)](#) began the process to develop the [Quality Jobs Framework \(Framework\)](#). The Framework is part of the [Quality Jobs Initiative](#), a cross sectoral effort that seeks a regional approach to (1) define quality jobs, (2) provide guidance on standards employers can be encouraged or incentivized to adopt, (3) identify resources to help employers implement in accordance with their workplace needs, and (4) develop a roadmap of actions and implementation steps.

The Quality Jobs guides provide an in-depth look into each of the six Quality Job strategies for the Portland-Southwest Washington metropolitan area. The guides provide strategies, indicators and an interactive workbook to help improve job quality within your business. This guide explores the strategy Predictable Hours.

The Quality Jobs strategies include:

	<b>Self-Sufficiency Wages</b>	A quality job provides sufficient income to afford a decent standard of living. For example, jobs that offer pay consistent with established published self-sufficiency standards that consider family composition and cost of living.
	<b>Safe Working Conditions/Worker Engagement</b>	A quality job offers employees dignity and respect and welcomes engagement in workplace operations. For example, jobs that are subject to anti-discrimination and anti-discrimination policies and provide reasonable accommodation to employees with disabilities.
	<b>Predictable Hours</b>	A quality job offers employees predictability on the number of hours they are offered per week to minimize hardship on employees and their families.
	<b>Comprehensive Benefits</b>	A quality job provides basic benefits that increase economic security, improve health and overall well-being. Quality jobs include healthcare, childcare, transportation, wellness programs, and access to retirement savings programs, among other supports.
	<b>Accessible Hiring and Onboarding Practices</b>	A quality job offers transparent and accessible hiring and onboarding practices to ensure that employer and employee are set for success.
	<b>Training and Advancement Opportunities</b>	A quality job provides opportunities to build skills and access new roles and responsibilities in a workplace. For example, quality jobs offer internal pathways to support career progression, professional development, and incumbent worker training opportunities.

## Employers

### STRATEGIES

#### 1 **Adjust mandatory overtime and shift work policies and provide clear expectations to applicants.**

Many industries, like healthcare and manufacturing, require mandatory overtime during peak seasons. However, mandatory overtime, as well as unpredictable or late-night shift work can cause undue stress and hardship for some workers, especially those who may be primary caretakers or rely on public transportation. To minimize burden on employees, employers can make a policy to offer overtime to those who want it first. If employers still need workers to cover night shifts or work overtime, they can provide advance notice (e.g. a few weeks' notice) for employees to make arrangements. Given that shift coverage needs may be unpredictable, especially during busy times of year, employers should be clear and upfront to applicants about mandatory overtime and shift scheduling policies.

#### Sample Metrics



- Percentage (%) of workers who are working overtime or double shifts.
- Average number (#) of hours worked by company employee, by classification.

# Predictable Hours Quality Jobs Workbook

1.	<p>Adjust mandatory overtime and shift work policies when possible and provide clear expectations to applicants.</p> <table border="1" data-bbox="306 520 1398 793"><tr><td data-bbox="306 520 371 617"></td><td data-bbox="371 520 1398 617">Percentage (%) of workers who are working overtime or double shifts.</td></tr><tr><td data-bbox="306 617 371 663"></td><td data-bbox="371 617 1398 663">_____ %</td></tr><tr><td data-bbox="306 663 371 747"></td><td data-bbox="371 663 1398 747">Average number (#) of hours worked by company employee, by classification.</td></tr><tr><td data-bbox="306 747 371 793"></td><td data-bbox="371 747 1398 793">_____</td></tr></table>		Percentage (%) of workers who are working overtime or double shifts.		_____ %		Average number (#) of hours worked by company employee, by classification.		_____
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## Additional Resources

[Workforce Southwest Washington's Business Services Team](#) can assist businesses with drafting job descriptions that accurately describe mandatory overtime and shift scheduling policies.

[Results for America's Quality Job Playbook](#) offers guidance on metrics to [measure and evaluate schedules](#) as a piece of job quality. The playbook includes information on [stable and fair scheduling](#).

# Engage with the Quality Jobs Initiative

Quality Jobs guides are available on the [Workforce Southwest Washington Quality Jobs page](#) for all strategies, including:

- Self-Sufficiency Wages
- Safe Working Conditions/Worker Engagement
- Predictable Hours
- Comprehensive Benefits
- Accessible Hiring and Onboarding Practices
- Training and Advancement Opportunities

Learn more about the [Quality Jobs Initiative](#) and read the entire [Quality Jobs Framework](#) online.

## Contact us!

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