



More people manifesting hard work,
commitment and respect

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Indirect Beneficiary

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I am Elaine Valdoz, and I work in the Human Resources department of the Department of Education. I was part of a five-person team tasked to manage the Human Resources needs of 4,000 teaching and non-teaching staff in the Department of Education. Even with little sleep and a family to support, I come to work at 6 am, works 10 hours a day and on Saturdays

without overtime pay. Relying only on sheer strength of will, I and my staff juggle various administrative tasks, such as compiling hundreds of documents for recruitment, promotion, and applications for leave of absence, sacrificing time with their family and even holidays just to get things done. Despite a computerized system, some of the paperwork still has to be done manually – such as computing the days for leave of absence. How do I manage to achieve my targets? You need good camaraderie and your staff needs to believe in you and they need to respect you.

When the Civil Service Commission came in and noticed the total lack of personnel in the HR department, it started to add more people. Work processes were also streamlined. In the past, I would be seeing as many as 20 teachers per day, with each encounter lasting 30 minutes. Now I am able to delegate other tasks to co-workers, and focuses more on listening to teachers. With the organization of information and personnel, teachers receive their documents much faster, and I and her support staff can take Saturdays off and spend time with our families.

You know, I find fulfilment in that she finds meaning and satisfaction in what I do. I don't need to teach them what they need to do because they do it themselves. I don't need to ask them to help me because they come to me to and ask if I need their help. Our success can be attributed to dedication to my work, my commitment, and the way they (staff) respect me