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07.10.15	07.10.18	CCI Management Team	New Issue

1. REFERENCES

Department of Communities Child Safety and Disability Services Human Services Quality Standards

Standard 1 Governance and Management

1.1 The organisation has accountable and transparent governance arrangements that ensure compliance with relevant legislation, regulations and contractual arrangements.

Standard 6 Human Resources

6.3 The organisation provides people working in the organisation with induction, training and development opportunities relevant to their roles.

6.4 The organisation provides ongoing support, supervision, feedback and fair disciplinary processes for people working in the organisation.

2. COMMUNITY CONNECTION INCORPORATED'S POSITION

The aim of this document is to provide guidance to the Management Team and Employees whilst conducting and participating in our Performance Appraisal process. It is intended to supplement and be used alongside the Performance Appraisal Form and any questions/feedback about the content and processes in place should be addressed to the HR Coordinator for clarification.

The key principles of this document are summarised as:

- Performance Appraisal integrates the achievement of organisational objectives with support for the individuals personal and professional development
- It is integrated with existing staff management processes: the expectation is that individuals will be reviewed annually by a member of the Management Team as well as regular 1-1 Lifestyle Support sessions/discussions throughout the year.
- Performance Appraisal is based on initial self-assessment by the person: in advance of the discussion, reviewee's reflect on their own performance over the previous year and propose appropriate work objectives for the coming year and areas for future development.

- Families/Individuals are asked for their feedback to assist the Performance appraisal process. (In some cases, close work colleagues are asked for their feedback too.)

3. PROCEDURE

3.1 Planning for Performance Appraisal

Our Performance Appraisal procedure builds on and integrates the regular 1-1 Support sessions/discussions held with Lifestyle Assistants during the year about day to day work, including any changes to that work. It incorporates the following key elements of effective people management:

- Clarifying and agreeing with Lifestyle Assistants' the requirements of their role and the expectations of them.
- Monitoring Lifestyle Assistants' achievements; and encouraging them to monitor their own progress.
- Giving feedback to Lifestyle Assistants with a view to enhancing performance, motivation and job satisfaction and career development.
- Developing Lifestyle Assistants for the benefit of themselves, the individual they support and the organisation.

Performance Appraisal is also an opportunity to:

- Get to know Lifestyle Assistants' interests, motivations and aspirations.
- Incorporate these in future planning
- Invite feedback on your own contribution and the family/individuals contribution to the Lifestyle Assistants work during the year
- Hear the Lifestyle Assistants' ideas about how the Organisation could further support them in their role.

As a Manager conducting a Performance Appraisal review, you will gain a unique perspective on the context of a Lifestyle Assistants working concept (processes and procedures, resources, organisational structure and colleagues roles.) Requesting and listening to an Lifestyle Assistant's observations and opinions provides valuable information which can help you manage your team more effectively.

As well as delivering positive outcomes, Performance Appraisal can be used to address areas where an individual's performance needs improving, as long as: you do not use the Performance Appraisal as the primary means of managing poor performance.

Our Performance Appraisal generally takes place annually and combines planning to meet organisational goals and objectives with review of a Lifestyle Assistants performance and consideration of the support needed to achieve future objectives and goals for the individuals they support. It integrates a review of objectives set the previous year and the setting of new objectives for the coming year with an opportunity to discuss Lifestyle Assistants development in and beyond the role.

Used effectively, Performance Appraisal can enhance the skills and commitment of staff by helping them to assess their personal aspirations alongside the objectives of the organisation.

- For new Employees, a Performance Appraisal discussion should be held at around the 4 – 6 weeks point after initial start date, all be it, in a slightly modified version.

3.2 Overview of the Performance Appraisal Process

- 1 Make an appointment in the calendar for the Lifestyle Assistant to come into Community Connection Incorporated to have their Performance Appraisal review. (This may not always be possible – variations may be; held in someone's home, held in a coffee shop, telephone discussion, Skype discussion for example.)
- 2 1-2 weeks before the discussion, the Lifestyle Assistant is sent the Performance Appraisal Form and a copy of this procedure so that they can be reflecting over the past year and what they have achieved and what they may require support with as discussion points.
- 3 1-2 weeks before the discussion, Management will call the family and ask for feedback (using the Performance Appraisal Form as a guide.)

- 4 In some close working teams, feedback may also be sought from other colleagues.
- 5 At the end of the meeting, or just after it, the manager will record the discussion (using the Performance Appraisal form attached) and give the completed form to the Lifestyle Assistant for comment before being returned to the manager (signed and dated.) An emailed copy is produced for the Lifestyle Assistant to keep.

4. RESPONSIBILITIES

The Management Team will ensure that:

- Each Lifestyle Assistant has an annual Performance Appraisal
- The steps in this procedure are followed.
- The Lifestyle Assistant receives a copy of this procedure and has adequate time to prepare for the Performance Appraisal.
- The discussion is recorded and the Lifestyle Assistant receives a copy.

All Lifestyle Assistants will:

- Read this procedure.
- Participate in our Performance Appraisal review.