

Community Care Performance Appraisal ©

Licensed to:

Your Facility Details Here

- Cleaner
- Service Coordinator
- Enrolled Nurse/Team Leader
- Support Worker
- Coordinator/Registered Nurse
- Clerical Staff
- Manager/Supervisor

The following pages contain an abbreviated sample of how this exciting program looks and works. If you have any further questions or concerns please feel free to contact us for further assistance.



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Staff Appraisals – General Guidelines

1. The employee will receive her/his Appraisal for completion by an agreed upon date. (Approximately two weeks from date of issue) Include with appraisal:

A copy of the Summary Sheet from the previous year (if available)

A copy of their completed Staff Training Record

2. The employee will complete the self-appraisal reflecting on his/her practice and seek information from other team members.
3. The completed appraisal is to be returned to the delegated staff member.
4. On receipt of the completed form, the delegated staff member will make an appointment to meet with the employee within a fortnight.
5. The delegated staff member will add her/his comments to the appraisee's self-assessment (*in a different colour*).
6. At interview the delegated staff member will discuss the appraisal with the employee highlighting:
 - a. Differences in opinion between her/his findings and yours.
 - b. Areas of strength.
 - c. Areas in need of improvement.
 - d. Any areas of concerns to the worker.
 - e. SET GOALS.
7. The delegated staff member and the employee jointly will complete the Summary page of the appraisal.

Staff Appraisals – Assessments

The assessment is made up of three parts:

1. A number of questions will require the employee to circle or highlight their most appropriate response to the question.
2. A number of questions will require the employee to place a mark on a line that most accurately represents the work standard performed in relation to a particular task or issue. The line is broadly divided into three areas:
 - a. *Exceeds Requirements* – this is where you believe you are doing a very good job.
 - b. *Meets Requirements* – this is where you believe you are doing your job adequately, that is you are doing what you believe is being asked of you.
 - c. *Needs Improvement* – this is where you believe that you are experiencing some problem or a difficulty exists. The problem may be due to you doing something not quite correctly for whatever reason, or due to something over which you have no control.

For example: a smile is usually present.

If you think about how you usually go through your day and you are always smiling and happy, then you would place a mark somewhere between *Meets Requirements* and *Exceeds Requirements*.

If you feel that you are smiling often enough for your job, you would place a mark by *Meets Requirements*.

If for some reason, you were not smiling enough, you would place a mark somewhere between *Meets Requirements* and *Needs Improvement*. You may not be smiling because you are unhappy with the hours you work or you've just left a "difficult" resident, or it may just be that you are a person who does not smile, when you are working.

You should be honest with your answers.

3. A Summary of Self-Assessment – where you can discuss your greatest strengths and/or areas in which you would like to improve.

Cleaner – Performance Appraisal Cover Sheet

Licensed to:

Your Facility Details Here

Employee Details

Date for Appraisal to be returned

Return Appraisal to this Staff Member

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Cleaner - Summary

EMPLOYEE'S NAME:

APPRAISER'S NAME:

POSITION:

COMMENTS BY APPRAISER:

COMMENTS BY EMPLOYEE:

**GOAL(S) TO BE ACHIEVED WITHIN
NEXT APPRAISAL PERIOD :**

DATE OF NEXT APPRAISAL:

EMPLOYEE'S SIGNATURE:

APPRAISER'S SIGNATURE:

DATE APPRAISED:

Cleaner - Appraisal

Please circle or highlight the response that best describes your behaviour.

1. Works in accordance with organisational policies and standards.

1.1. Personal appearance/grooming.

Well groomed	Usually neat	Pays attention but untidy	Little attention
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1.2. Responsibility to work commitments.

Little or no sick leave (Dr's certificates produced)	Little absenteeism	Occasional absenteeism, occasional shift swaps	Frequently sick, frequent swaps / alterations to set shifts
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1.3. Economy and Care of Clients Property.

Always cleans and returns equipment to storage when not in use, leaves areas tidy	Generally leaves equipment and areas in a clean and tidy state	Does not always clean equipment and areas after use	Leaves equipment / areas dirty for others to clean
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1.4. Complies with Accredited Industry Practice.

General guidance / direction only required	Requires routine supervision / direction	Requires close supervision / direction	Special needs for instruction and supervision
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1.5. Skill Level.

Uses initiative and judgment within capabilities	Exercises discretion within a range of skills and industry knowledge	Performs routines in accordance with industry guidelines	Does not practice in accordance with accepted industry practice
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1.6. Teamwork.

Responsible for own actions and able to assist other members	Responsible for own actions, works co-operatively with others	Responsible for own actions within the team	Does not accept responsibility for self
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1.9. Quality Activities

Actively participates in improving quality of service	Identifies & reports opportunities for improvement	Participates in quality activities only when directed	Does not participate in quality activities
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In the following section, place a mark on the line that most appropriately responds to the performance in the area.

**2.0 Demonstrates knowledge of Standards in work practice.
Job Requirements (Delete those not relevant)**

2.1 Demonstrates competent techniques in Cleaning Routines:

		Exceeds Requirements	Meets Requirements	Needs Improvement
2.1.1	High Standards of Cleanliness	_____	_____	_____
2.1.2	Sweeping, dusting, mopping, vacuuming	_____	_____	_____
2.1.3	Appropriate waste management	_____	_____	_____
2.1.4	Cleaning equipment usage & Care	_____	_____	_____

2.2 Client Interactions:

		Exceeds Requirements	Meets Requirements	Needs Improvement
2.2.1	Treats clients with respect and dignity	_____	_____	_____
2.2.2	Reports concerns and observations about clients to Coordinator	_____	_____	_____
2.2.3	Consults with clients about their preferences	_____	_____	_____

3.0 Demonstrates knowledge of Industry work practice.

What are your greatest strengths? _____

What value do you add to the organisation? _____