**Team Leader/ Coordinator/ Supervisor Annual Performance Review**

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| Employee’s Name: |  | Reviewer’s position: |  |
| Performance Review Date: |  | **Review Conducted By:** |  |

**RATINGS GUIDE:**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | **Unsatisfactory** | **2** | **Under Achieved** | **3** | **Satisfactory** | **4** | **Good** | **5** | **Very Good** | **6** | **Outstanding** |

|  | Capabilities | Performance Indicators | Team Leader’s Self-Assessment/ Examples if able | Rating | Reviewer Assessment | Rating |
| --- | --- | --- | --- | --- | --- | --- |
| General | Fulfills position description | * Achieves the goals of the position description |  |  |  |  |
|  | Meets Kyeema’s values | * Upholds Kyeema’s values of Quality, Integrity, Enjoyment and Partnership |  |  |  |  |
| Participant Focus | Deliver high quality services that build capacity to participate as valued members of our community | * Demonstrates knowledge of participants’ rights by ensuring their choices are documented and acted upon and solutions to problems are sought |  |  |  |  |
| * Creative options are offered to participants, to build on strengths and promote opportunities for interest and enjoyment. |  |  |  |  |
| * Participants all achieve one or more of their plan goals throughout the review period |  |  |  |  |
| * Participants’ health and safety is promoted, any incidents documented and reviewed |  |  |  |  |
|  | * Able to manage conflict in a calm and professional manner |  |  |  |  |
|  |  | *Measures for above: Participant case notes, Participant Goals & Actions, participant surveys, management observation, photos.* | | | | |
| Leadership, Teamwork, People. | Supervise and assist direct supports, contribute to own team | * Demonstrates respect and integrity in dealings with colleagues. |  |  |  |  |
| * Contributes to team performance by good communication and sharing of expertise |  |  |  |  |
| * Assists direct support staff by ensuring provision of relevant information, support, and direction. |  |  |  |  |
| *Measures for above: training records, satisfaction via staff engagement survey, staff appraisal records, Manager’s observation.* | | | | |
| Stakeholder Management | Establishes and maintains critical relationships | * Maintains successful participant, family, community engagement where appropriate. |  |  |  |  |
| Quality, Compliance and Risk Management | Operates within all relevant standards. | * Understands the NDIS Practice Standards relating to participant support, along with Kyeema policies and procedures |  |  |  |  |
| * Takes a proactive approach towards reporting and managing risk |  |  |  |  |
| * Meets administration and compliance obligations and procedures. |  |  |  |  |
| Communication | Has effective interpersonal skills within the organisation and externally | * Establishes, communicates with and maintains relationships necessary to achieve strategic outcomes |  |  |  |  |
|  |  | *Measures for above: Observation by manager. Quality of case-noting. On Call notes. Feedback from participants and families.* | | | | |

**OVERALL PERFORMANCE OUTCOMES:** (Reviewer to complete only)

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| --- | --- | --- | --- |
| The degree to which you are satisfied with the accomplishments of the manager against the objectives and priorities as determined by the performance | | | |
| Employee Overall Rating |  | Manager/ Reviewer Overall Rating |  |
| Performance Outcome: |  | | |

**TRAINING & DEVELOPMENT NEEDS:** (Manager or reviewer to complete)

|  |  |
| --- | --- |
| Consideration towards additional development, such as goals, skills, training | |
| Manager/Reviewer Comments: |  |