**XXXX COUNTY COURT OF COMMON PLEAS**

**QUALITY ASSURANCE SUPERVISOR PERFORMANCE APPRAISAL FORM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Employee: |  | Job Title: |  | Evaluation Period: |
| Manager: |  | Date of Hire: |  |  |

|  |
| --- |
| **OBJECTIVES OF THE PERFORMANCE APPRAISAL** |
|  |
| The purpose of this performance appraisal is to maximize job effectiveness and competency by highlighting strengths and accomplishments, assessing skill development proficiency, identifying areas for improvement and setting goals and objectives between the employee and the department. This instrument is intended to help facilitate meaningful communication between manager and supervisor regarding job performance and expectations. |

|  |  |  |
| --- | --- | --- |
| **PERFORMANCE RATING DEFINITIONS** | | |
|  | | |
| **RATING CODES** | | |
|  | **SEE** | **SUBSTANTIALLY EXCEEDS EXPECTATIONS:** A rare performance level. Overall performance far exceeded expectations and had significant impact on the department’s overall performance. Employees receiving this rating are clear role models. |
|  | **EE** | **EXCEEDS EXPECTATIONS:** Consistently meets and frequently exceeds job requirements or expectations; highly effective and results oriented. |
|  | **EA** | **EXPECTATIONS ACHIEVED:** Meets job requirements in a competent manner and may exceed this level on occasion; it is the expected level of performance. |
|  | **NI** | **NEEDS IMPROVEMENT:** Meets some job requirements, but needs development in certain areas to fully meet expectations. |
|  | **FME** | **FAILS TO MEET EXPECTATIONS:** Clearly did not meet job requirements or expectations; immediate and significant improvement is required. |
|  | **NA** | **NOT APPLICABLE:** Performance factor does not apply to position being evaluated; or performance factor does not pertain to this current rating period (explain in comments section). |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SECTION 1: LEADERSHIP** | | | | |
| A | **SUPPORTS THE MISSION AND GOALS OF THE DEPARTMENT/JUDICIARY:**   1. Demonstrates commitment to the department’s vision and mission, and an ability to develop a mental image of the ideal organization based on that vision and mission; 2. Demonstrates an ability to evaluate all JJSES initiatives, with focus upon fidelity, and assist in developing internal continuous Quality Improvement policies and best practices; 3. Demonstrates an ability to develop and review internal policies related to evidence-based practices and implementation to ensure consistency and fidelity to recommended practices. Ensures that policies related to evidence-based practices are completed and updated at least once a year. | Supportive Information: | | |
| Rating: |  | |
| B | **SUPPORTS CONTINUOUS PROFESSIONAL DEVELOPMENT:**   1. Works with direct line supervisors in planning, assigning, and reviewing the work of lower-level service personnel providing treatment, supervision, and rehabilitation services to juveniles under probation supervision; 2. Assist supervisory staff with gathering any information needed for yearly appraisals as it pertains to the probation officer’s participation in trainings and booster trainings, as well as any relevant proficiency data, if included in said appraisal; | Supportive Information: | | |
| Rating: | |  |
| C | **EXHIBITS ETHICAL BEHAVIOR:**   1. Demonstrates personal integrity and abides by the Code of Conduct. | Supportive Information: | | |
| Rating: | |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | | | |
| **SECTION 2: ADVANCED CONTINOUS QUALITY IMPROVEMENT OF EVIDENCE-BASED PRACTICE** | | | |
| A | **SUPPORTS AND PROMOTES USE OF EVIDENCE-BASED PRACTICES AND CONCEPTS:**   1. Coordinates, schedules, and conducts training within the department as it relates to EBP. Establish yearly timeline for various boosters, trainings, coding etc.; 2. Responsible for and/or assists with the implementation of booster practices for all JJSES activities, in coordination with other coaches, master trainers, etc when appropriate; 3. Assists with connecting the various evidence-based practices into the booster process, when appropriate; 4. Helps to assess training needs and working with various MT/Coaches to develop agenda and training materials. Ensures that booster trainings are done twice a year; | Supportive Information: | |
| Rating: |  |
| B | **SUPPORTS AND PROMOTES USE OF EFFECTIVE STRATEGIES:**   1. Collects and tracks data from booster trainings to be utilized to enhance future training needs; 2. Evaluates and monitors the services offered to juvenile offenders and their families by all department Juvenile Probation Officers. Makes recommendations for improvement. | Supportive Information: | |
| Rating: |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | | | |
| **SECTION 3: COMMUNICATION** | | | |
| A | **DEMONSTRATES PROFESSIONAL COMMUNICATION SKILLS:**   1. Demonstrates ability to communicate and provide relevant information, including data information, to the Chief or his/her designated person; 2. Develop trainings for stakeholders as it pertains to JJSES and evidence-based practices; 3. Provides courtroom testimony consistent with Balanced and Restorative Principles and Evidence-Based Practices. | Supportive Information: | |
| Rating: |  |
| B | **DEMONSTRATES CULTURAL COMPETENCY SKILLS:**   1. Demonstrates cultural competency, by leading, communicating, and working effectively with people of all skills, genders, and racial and ethnic backgrounds. | Supportive Information: | |
| Rating: |  |
| C | **DEMONSTRATES EFFECTIVE INTERPERSONAL SKILLS AND CONFLICT RESOLUTION STRATEGIES:**   1. Communicates effectively, orally and in writing, and demonstrates good listening skills; 2. Utilizes effective interpersonal skills, including the ability to present information and respond to questions from the Juvenile Court, County officials, colleagues, law enforcement and other agencies, the media, the public, and vendors. | Supportive Information: | |
| Rating: |  |
|  | | | |
| **SECTION 4: COACHING** | | | |
| A | **ESTABLISHES PERFORMANCE EXPECTATIONS :**   1. Provides opportunities for professional development of staff through the implementation of new training or booster trainings. | Supportive Information: |  |
|  |  | Rating: |  |
| B | **SUPPORTS SKILL DEVELOPMENT:**   1. Demonstrates skills to coach and guide staff to fully utilize their skills and talents consistent with the mission and goals of balanced and restorative justice, and evidence-based practices; 2. Provides constructive feedback, coaching, and mentoring as it relates to the fidelity and performances of various JJSES activities. | Supportive Information: |  |
|  |  | Rating: |  |
| C | **DEMONSTRATES ABILITY TO PROVIDE INSTRUCTION AND GUIDANCE:**   1. Demonstrates the ability and willingness to work with others as team player; | Supportive Information: |  |
|  |  | Rating: |  |
|  |  |  |  |
| **SECTION 5: CRITICAL THINKING** | | | |
| A | **ASSESSES AND DEVELOPS ORGANIZATIONAL SOLUTIONS:**   1. Evaluates the effectiveness of the implementation of JJSES practices and advocates for changes when data indicates less than desired performance. | Supportive Information: |  |
|  |  | Rating: |  |
| B | **ASSESSES AND DEVELOPS FISCAL SOLUTIONS:**   1. Understands budgetary requirements and fiscal implications to manage staff responsibilities and department resources efficiently and effectively. | Supportive Information: |  |
|  |  | Rating: |  |
|  |  |  |  |
| **SECTION 6: USE OF DATA, TOOLS, AND TECHNOLOGY** | | | |
| A | **USES AND MANAGES CASE MANAGEMENT SYSTEMS AND TOOLS:**   1. Demonstrates an ability to design, manage, and interpret information/data collection systems to monitor and evaluate staff and department performance, including but not limited to, PaJCMS, JEMS, PaJCMS reports, JEMS reports, and dashboard tools. 2. Demonstrates an ability to utilize common software packages such as Microsoft Word, Excel, and PowerPoint. 3. Monitors fidelity of data entry practices and processes and makes recommendations to remediate identified issues. | Supportive Information: |  |
|  |  | Rating: |  |
| B | **ANALYSIS OF DATA:**   1. Demonstrates an ability to analyze data and identify trends regarding the effectiveness of juvenile justice programs, policies, and practices. 2. Demonstrates an ability to identify gaps in JJSES-specific data collection processes and make recommendations to create tools, mechanisms, and procedures that reflect department -specific business practices. 3. Analyzes data from training/booster trainings and CQI activities to make future decisions on policy, practices, and implementation of JJSES activities. | Supportive Information: |  |
|  |  | Rating: |  |
|  |  |  |  |
|  |  |  |  |

|  |  |
| --- | --- |
|  |  |
| **OVERALL PERFORMANCE RATING** |  |
| **OVERALL SUPPORTIVE INFORMATION:** | |
|  | |

|  |
| --- |
| **GOALS AND OBJECTIVES FOR FOLLOWING YEAR:** |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| I have reviewed this document and discussed the contents with my manager.  My signature means that I have been advised of my performance and does not imply I agree with the evaluation. | | | |
| **EMPLOYEE ACKNOWLEDGEMENT** |  | **DATE** |  |
| **MANAGER SIGNATURE** |  | **DATE** |  |
| **CHIEF PROBATION OFFICER SIGNATURE** |  | **DATE** |  |
| *Please note: Staff titles can be modified to reflect your department’s organizational structure.* | | | |

|  |
| --- |
| **EMPLOYEE COMMENTS** |
|  |