

# PERFORMANCE MANAGEMENT POLICY

## INTRODUCTION

NOSS recognises the value of developing and supporting employees performance in the provision of a quality service. Performance management for workcrew members is detailed in the NOSS Individual Needs Policy.

NOSS recognises that performance management is a two way process between management and employees focussing on regular feedback and review.

## AIMS

1. To motivate and empower employees to perform their work roles effectively.
2. To provide an effective channel for individual consultation between employees and Management.
3. To identify and resolve any employee and/or management concerns, to identify training needs and to discuss job satisfaction in an atmosphere of mutual respect and trust.

## GUIDELINES

1. Management will be available whenever possible for meetings with employees to resolve issues as soon as they arise.
2. The Program Coordinator or Workcrew Manager will, on a regular basis, visit employees during the course of their work in order to offer support and guidance and address any concerns raised.
3. Performance Appraisal meetings will take place on an annual basis (or as directed by the Manager) as follows:
  - Employees will complete the Employee Response section of a Performance Appraisal Form and return it to the Program Coordinator or Workcrew Manager one week prior to the Performance Review meeting.
  - Office Manager, Program Coordinator or Workcrew Manager will complete the Appraisal Form prior to the Performance Review meeting.
  - Performance Appraisal meeting will be held between the employee, NOSS Manager and Program Coordinator, Office Manager or Workcrew Manager.
  - Specific performance objectives will be mutually agreed between management and employee including timelines and review dates.
  - Employees are required to sign the record of the Performance Appraisal meeting.
4. Performance management is a confidential process and as such strict confidentiality will be maintained except in cases where maintaining silence would be harmful to clients or employees. This decision will be at the sole and absolute discretion of the Manager.

5. Completed documentation is kept in a locked filing cabinet. Employees will be provided with a copy of the record of their Performance Appraisal meeting on request.
6. It is the responsibility of both management and the employee to ensure that work performance objectives are achieved and reviewed as appropriate.
7. When necessary, additional Performance Appraisal meetings can be arranged at the request of either the employee or management.
8. Attendance at Performance Review meetings is compulsory but may be rescheduled in the case of illness or other valid reason
9. If the Performance Appraisal meeting is conducted outside the employee's normal working hours, remuneration will be at the employee's normal rate of pay.