**Kyeema Support Services**

**Support Coordinator’s Annual Appraisal**

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| Support Coordinator’s Name: |  | Support Coordinator’s position: |  |
| Performance Review Date: |  | **Review Conducted By:** |  |

**RATINGS GUIDE:**

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| **6** | **Outstanding:**  | Exceeded all expectations and/or achieved outstanding results demonstrating the capability described. |
| **5** | **Very Good** | Exceeded most expectations and/or achieved very good results for the relevant area. |
| **4** | **Good** | Met, and in some cases exceeded, the expected standards for this area.  |
| **3** | **Satisfactory** | Met the expected standards for this area |
| **2** | **Under Achieved** | Met some but not all expectations for the capability described. Development area or requires further work |
| **1** | **Unsatisfactory** | Not currently meeting this capability / Requires immediate improvement in this area |

**CAPABILITIES and KEY PERFORMANCE INDICATORS:** (Support Coordinator and reviewer to complete relevant sections)

Fulfills position description?

Comment:

Meets Kyeema’s values?

Comment:

|  | Capabilities | Key Performance Indicators | Support Coordinator’s Self-Assessment/ Examples if able | Rating | Reviewer Assessment | Rating |
| --- | --- | --- | --- | --- | --- | --- |
| Participant Focus | Maintain and develop quality services and referrals for participants that are relevant, accessible, and highly regarded.  | * Demonstrates a thorough knowledge of the human rights approach to disability support.
* Demonstrates an excellent understanding of the disability sector and the issues impacting Support Coordination role in particular.

*Measured by:* * *Feedback from participants and their families.*
* *Feedback from Manager*
* *Feedback from other stakeholders.*
 |  |  |  |  |
| * Greater than 95% of participants achieve one or more of their plan goals throughout the review period.

*Measured by:** *participant achievement*
* *Evidence of appropriate referral*
 |  |  |  |  |
| Teamwork, People & Culture | Contributes effectively to the implementation and evaluation of organisational goals, and objectives. | * Advocates with respect, integrity, and transparency, modelling desired behaviours.
 |  |  |  |  |
| * Ensures objectives of Support Co are understood and achieved.
 |  |  |  |  |
| * Contributes to team performance and effectiveness.
 |  |  |  |  |
| * Undertakes professional development training as required by manager.
 |  |  |  |  |
| * Undertakes annual appraisals and contributes to annual staff training plan with identified needs.
 |  |  |  |  |
| *Measure: manager observation, training records, staff appraisal records.* |  |  |  |  |
| Stakeholder Management | Establishes and maintains critical relationships, with highly capable interpersonal and negotiation skills to all key stakeholders. | * Maintains successful participant, family and stakeholder engagement where appropriate.

*Measures* * *manager observations*
* *Feedback from participants/families and stakeholders*
 |  |  |  |  |
| * Maintains an effective working relationship with key stakeholders, providing timely responses to requests, and undertaking all reporting requirements.
* *Measures – manager’s reviews of reports, NDIS responses and requests results of participant satisfaction surveys and external auditing results.*
 |  |  |  |  |
| * Any concerns, issues or information requests raised by NDIS, NDIS Quality & Safeguards Commission, DFFH and other regulatory bodies and stakeholders are managed and escalated as appropriate.
* *Measures – self-report, reports from accreditation audits and interim service audits, incident reporting data, manager observation.*
 |  |  |  |  |
| Quality, Compliance and Risk Management | Operates within all relevant standards. Ensures the strategic and ethical alignment of practices, methods and procedures with the relevant organisational policies and legislation. | * Understands the sector’s legislative framework including the NDIS Practice Standards and policies and procedures that relate to the Support Coordinator’s areas.

*Measure:* * *Self-report*
* *manager/ reviewer observation.*
* *Positive reports from external service auditors every 18 months.*
 |  |  |  |  |
| * Takes a proactive approach towards identifying external and internal risks as they arise, including awareness of sector issues that may impact participants

*Measure:* * *risk management discussion at team meetings*
* *reports from accreditation audits and interim service audits, incident reporting data, contribution to organisational risk register.*
 |  |  |  |  |
| * Meet administration and compliance obligations and procedures.

*Measure:* * Management observation & documentation
* *results from regular audits and/or re-accreditation processes.*
 |  |  |  |  |
| Business Management | Contributes to financial viability of the business unit & Kyeema’s resources. | * Assist Support Coordination business unit to operate in a financially sustainable manner through effective billing practices

*Measure:* * *Finance reports for business unit*
 |  |  |  |  |
| Communication | Has highly effective interpersonal communication skills  | * Establishes, communicates with and maintains relationships necessary to achieve strategic outcomes
 |  |  |  |  |
| * Produces good quality written reports where needed
 |  |  |  |  |
|  |  | *Measure:** *effectiveness of written reports, emails, management team reporting.*
* *Observation by manager*
 |  |  |  |  |

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

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| The degree to which you are satisfied with the accomplishments of the Support Coordinator against the objectives and priorities as determined by the performance |
| Support Coordinator Overall Rating |  | Manager’s Overall Rating |  |
| Performance Outcome: |  |

**PROFESSIONAL DEVELOPMENT:** (Support Coordinator and Manager to complete)

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| Consideration towards additional development; skills, knowledge, support to assist the Support Coordinator |
| Key Professional Development undertaken in past year? |  |
| Professional Development requests: (to be forwarded to HR Officer) |  |