



SECTION: Human Resources

POLICY: HR 02

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PERFORMANCE REVIEW

Preamble

Human resources are the primary and vital component in successfully achieving the organization’s mission. Contact Brant’s success depends on the quality and commitment of employees.

Contact Brant believes that through fulfillment of individual needs for personal and professional growth, the agency can achieve success in provision of our services. Contact Brant strives to employ the best people available to maintain a high quality of service and as well as working relationships with our employees.

Contact Brant strives to provide a work environment that encourages self-motivation and initiative as well as open dialogue about work and agency issues.

Performance reviews are never disciplinary in nature. When issues do arise, Contact Brant believes that they can best be resolved between open and frank discussion between the employee and management at the time of the concern.

Performance reviews offer the opportunity for frank and open two way conversation between an employee and the Chief Executive Officer with the goal of overall improvement and quality assurance for the benefit of the organization as well as the employee.

POLICY

Performance reviews are built on an evaluation of the employee’s competencies and overall performance as it relates to their job duties and expectations, as outlined in their job description; following agency policies, procedures and practices; effecting the agency’s mission, vision, values and strategic directions; and attainment of written employee goals over the previous year.

Employees will receive at least one performance review during the probationary period, and annually thereafter.

PROCEDURE

1. Each employee position will have a Job Description that forms part of the employee’s contractual employment agreement with Contact Brant. The Job Description identifies:
 - Hours of work
 - Qualifications required, including, but not limited to, education, knowledge, and experience

- Conditions of employment including, but not limited to, confidentiality, a valid driver's license and sufficient car insurance for company business if required; no criminal convictions for which a pardon has not been granted;
 - Primary responsibilities and competencies including, but not limited to, administrative, organizational, behavioural, relationships, and professional
 - Direct supervisor for accountability.
2. Employees will receive a performance review prior to the conclusion of their probationary period and annually thereafter by the Chief Executive Officer. Employees may request a performance review at any time.
 - Performance reviews may include a self-appraisal, supervisor feedback and other feedback. Performance reviews will include goals established for the previous and upcoming year.
 - The performance review will be completed by the Chief Executive Officer and the employee and shared during a Performance Review meeting.
 - A Performance Review meeting will be held with the Chief Executive Officer and employee to formally discuss the review; a report of this discussion will be recorded. The employee will be given the opportunity to make additional written comments on the review after the performance review meeting has occurred.
 3. Any performance concerns involving an employee will be brought to that employee's attention when the concern arises. New performance concerns will not be raised as part of the review process. Concerns that have previously been brought to an employee's attention and any changes that have occurred to address concerns may be documented as a part of the performance review process.
 4. The employee and the Chief Executive Officer will sign the completed review forms; this acknowledges that they have discussed the Performance Review.
 5. The Chief Executive Officer will file the written performance review in the employee's personnel file, and give a copy to the employee.
 6. Employees are responsible for their own professional growth. Contact Brant supports professional development for its employees to ensure the continued excellence of our organization and our employees. Refer to the Professional Development Policy.
 7. Regular feedback will be provided to employees on their job performance through informal daily interactions as well as scheduled supervision meetings, with the purpose of improving the employee's value and potential within the agency.
 8. The Chief Executive Officer will train, coach and assist employees to meet or exceed job performance standards.