**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

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| Section: | Human Resources |
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| Date Created: | May 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Performance Appraisal and Management

**Policy:**

The Performance Appraisal is designed to promote better understanding between supervisors and employees about job responsibilities and performance expectations/objectives. The primary goal of the appraisal is to solidify the commitment of both parties to achieve the best possible performance results. Meeting this goal is achieved effectively when:

* individual employee performance over the review period is measured against mutually established job standards and performance expectations
* employee growth and development is encouraged through accurate feedback
* employee achievements are recognized
* specific, constructive recommendations are offered when performance improvement or development is required
* employee comments are encouraged
* clear objectives are mutually established for the upcoming review period.

To provide a fair assessment, the review should be based on observations of the employee's actions over the entire review period. That is, the supervisor should be collecting examples of the employee's performance throughout the review period and not just those items one can remember.

**Procedure:**

A performance appraisal will be completed during the first quarter of each calendar year using the PEAC process.

The employee and supervisor will meet to discuss and dialogue about the performance appraisal. The employee and supervisor together will set appropriate goals for the next year.

The completed appraisal form will be sent to DHQ for the DC’s signature. Once returned it will be placed in the employee’s Human Resources file.

A copy of the signature page of each appraisal will be sent to DHQ HR Department to be placed in the employee’s Human Resources file at that location.