

Supervision and Appraisal Policy

Policy Statement

SOS Homecare Ltd recognises that staff perform most effectively when they have clear understanding of their job role and purpose as well as the standards required of them in terms of their work performance, personal targets or objectives and the wider aims of the service and the organisation.

This Policy sets out a robust and systematic approach for carrying out Appraisals and Supervision of all staff in line with the company Performance Management Policy and Training and Development Policy.

Principles

All employed staff who have completed their probationary period are required to participate in the supervision and appraisal process.

- Appraisal is an ongoing process with an annual formal meeting to review progress.
- The supervision and appraisal discussions are two-way communication exercises to ensure that both the needs of the individual, and of the organisation are being met, and will be met in the next year.
- The supervision/appraisal discussion will review the achievements for the previous period and will set agreed objectives for each member of staff.
- The supervision/appraisal discussion will identify any learning and development needed for each member of staff. This will then be added to the personal development plan and be reviewed at every supervision.
- The supervision and appraisal process aims to improve the effectiveness of the company by contributing to a well-motivated and competent workforce.
- The supervision and appraisal process will provide management with valuable data to assist succession planning.
- The supervision and appraisal process will be a fair and equitable process in line with the SOS Homecare Ltd Equality and Diversity Policy.

Supervision sessions

These meetings will monitor and review performance against company standards, and progress against objectives during the year. It is also a time for reflection and discussion around attitudes and behaviours at work.

The meetings will identify where and what actions are needed by the employee and/or their line manager to ensure that company standards and objectives are met, and workloads and priorities are being effectively managed.

The frequency of meetings should be agreed between the line manager and the employee to enable them to be most effective and valued by both parties. However, a minimum of 3 meetings must take place each year. Staff will be required to attend more frequent supervision sessions if a performance problem is under discussion.

Cancellations of appointments by the supervisor should be avoided wherever possible, and a new appointment must also be scheduled.

Cancellations of appointments by the employee should only be acceptable in unavoidable circumstances, and frequent incidences of cancellations should be considered poor performance.

Outcomes of the meetings will be recorded in writing by the line manager using the appropriate documentation and should be signed by both parties. A copy will be retained by the employee and a file copy will be held confidentially on their personnel file.

All staff required to supervise staff must have successfully completed Supervision and Appraisal training through their Induction process.

Annual Appraisal

The purpose of the Annual Appraisal is to:

- review performance and progress over the previous 12 months;
- set performance objectives for the next 12 months;
- review learning and development needs and plan how to address them.

The appraisal meeting will also be used to discuss career plans.

Appraisal Process

Performance appraisal discussions will be held annually. They will be arranged by the employee's line manager (the appraiser).

The discussion will be held in private and will remain confidential. The exception to this being any training needs which will be collated across the company.

All appraisal documents should be issued to both parties prior to the discussion, in order to allow time for both parties to reflect and prepare. These will provide a framework and focus for the discussion.

A time and venue for the discussion will be advised at least one week before the meeting takes place.

Appraisal Discussion

The appraisal discussion will allow an opportunity for both the employee, and the appraiser to reflect and comment on the previous year's achievements. It will praise achievement and encourage the employee in their role.

The appraiser is accountable for giving the employee constructive, timely and honest appraisals of their performance, which should take into account both the employee's personal objectives and those of the organisation.

The discussion should be a positive dialogue and focus on assisting the employee to acquire the relevant knowledge, skills and competencies to perform their current role to the best of their abilities.

The employee and appraiser should agree relevant targets for the year ahead. These targets should reflect the required skills and competencies of the role.

The employee and appraiser should agree the learning and development needs for the coming year and identify ways to meet these needs.

The organisation and the appraiser will support the individual to achieve their objectives; and support the agreed learning and development goals.

Any other training needs, future training requirements, planned qualifications, development opportunities and career planning should also be discussed during the appraisal meeting.

Appraisal Recording

Outcomes of the Appraisal meeting will be recorded in writing using the appropriate forms and signed by both parties. The employee will be given the opportunity to note any comments that they do not agree with.

A copy will be retained by the employee and a file copy will be held confidentially on their personnel file.

DBS Disclosure

All staff are required to notify their line manager immediately if they are arrested for, or charged with, a criminal offence.

Review

This policy will be reviewed every two years.