Administrative Procedure 405

SUPPORT STAFF SUPERVISION AND EVALUATION

Belief

The Division believes that effective supervision and evaluation focuses on the performance of employees and the quality of service provided. This focus contributes to excellence in performance and to the growth and development of employees.

Guidelines

1. This administrative procedure applies to all non-teaching staff.

2. The goal of the supervision and evaluation process is the improvement of employee performance and thereby the performance of the Division.

3. Employee competencies and/or job descriptions are descriptors of knowledge and skills approved by the Division.

4. Employee competencies and/or job descriptions shall be used to guide professional development, supervision, evaluation and remediation strategies in order that employees meet the competencies and/or job descriptors consistently throughout their career.

5. Reasoned professional judgment will be used by supervisors to determine whether competencies and/or job descriptors are being met by employees in a given context.

6. All support staff shall be supervised and/or evaluated on a cyclical basis to ensure that their actions, judgments and decisions are consistent with the competencies and/or job descriptors established by the Division.

7. Supervision is an ongoing process and shall be reported on a yearly basis for the purpose of ensuring that the employee is meeting the competencies and/or job descriptors.

8. As part of the supervisory process, the supervisor may receive information from any source and make observations about the quality of service being provided by the employee.

9. Through supervision, the supervisor will provide guidance and support to an employee to improve the employee’s performance.
10. When, as the result of supervision, the supervisor believes an employee’s performance may not meet one or more aspects of the performance standards and/or descriptors, the supervisor may:

10.1 Work with the employee to change the behaviour or practice that may be problematic, or

10.2 Initiate an evaluation.

11. Evaluation is a formal process of gathering and recording information or evidence over a period of time and the application of reasoned professional judgment by a supervisor in determining whether one or more aspects of the performance of an employee meets or does not meet the competencies and/or job descriptors established by the Division. Formal evaluations of every non-teaching employee will be conducted every third year.

12. The evaluation of support staff may be conducted when,

a) on the basis of information received through supervision, the supervisor has reason to believe that the employee’s performance is not meeting the competencies and/or job descriptions relating to knowledge and skills
b) for the purposes of gathering information related to a specific employment decision,
   c) as a part of the three year cyclical process, or
   d) at the request of the employee.

13. The evaluation process provides for both growth and accountability and strengthens the relationship between responsibility and performance.

14. Effective evaluation focuses on the competencies of the employee and the quality of service being provided.

15. The supervisor will communicate the purposes, the process, criteria and timelines, and the possible outcome of the evaluation to the employee.

16. Upon completion of an evaluation the supervisor will provide the employee with a copy of the completed evaluation report.

17. The evaluation process will result in an evaluation report, which will become part of the employee’s personnel file.

**Procedures for Evaluation**

18. The Superintendent, or designate, shall ensure that support staff are evaluated in accordance with these procedures.

19. Support staff will be evaluated in their probationary year or in their first year of a new assignment; the supervisor, may choose to use a modified performance assessment model with the full appraisal in the second and subsequent years.
20. Support staff who do not meet the competencies and/or job descriptors shall be issued a notice of remediation by the supervisor. The remediation plan shall be developed by the supervisor and include items listed in Administrative Procedure 414: Remediation Plans.

21. Following the completion of the remediation plan the employee will be re-evaluated.

22. Responsibility for the supervision and evaluation of support staff is as follows:
   22.1 Vice Principals will supervise and evaluate all school-based Educational Assistants. In schools where there are no Vice Principals, the Principal or a staff designate may take on this role. Principals will supervise custodians and will be consulted by the Facilities Manager during a custodian's evaluation.
   22.2 Associate Superintendent of Business Administration, or designate, will supervise and evaluate all Division Office non-administrative support staff.
   22.3 Director of Plant Facilities will supervise and evaluate the Facilities Manager and all maintenance staff.
   22.4 The Facilities Manager will supervise and evaluate all custodians.
   22.5 Individuals with supervisory responsibilities will supervise and evaluate the employees they supervise.

Reference: AP 414: Remediation Plans