**EBP Support Staff Appraisal Measures & Methods**

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| **SECTION 1: DEPARTMENT STANDARDS AND POLICIES** |
| **A.** | **WORK AND CONDUCT SUPPORTS MISSION AND GOALS OF THE DEPARTMENT/JUDICIARY** |
|  |  | **Performance Factor** | **Measures** | **Methods** |
|  | 1. | Demonstrates personal integrity and abides by the Code of Conduct for the Uniform Judicial System  | * Displays personal ethical behavior
* Absence of disciplinary issues
 | * *Direct observations*
* *Feedback from stakeholders*
* *Signed code of conduct form.*
 |
|  | 2. | Follows laws, regulations, and judicial policies/directives, including all requirements for confidential information  | * Displays understanding and adherence to judicial policies/directives
* Maintains confidential information in adherence to law, regulations, and policy.
 | * *Direct observations*
* *Monthly supervisor case reviews/ conferences*
* *Feedback from Judges & Court Administration*
 |
|  | 3. | Follows departmental policies | * Displays understanding and adherence to departmental policies
 | * *Direct observations*
* *Monthly supervisor case reviews/conferences*
* *Feedback from stakeholder*
 |
|  | 4. | Demonstrates a willingness to provide necessary supports to reach departmental goals | * Displays understanding and use of Evidence-based Principles and is able to articulate the relationship to departmental goals
 | * *Feedback forms*
* *Direct observations*
 |
| **B.** | **ATTENTIVE TO DEPARTMENTAL SAFETY REGULATIONS/POLICIES** |
|  |  | **Performance Factor** | **Measures** | **Methods** |
|  | 1. | Follows departmental safety regulations/policies | * Displays an understanding and adherence to safety/regulations
* Completes safety training and demonstrates proficiency is required areas
* Identifies and communicates to appropriate authority potential safety hazards within the office environment
 | * *Direct observations*
* *Peer feedback/ reviews*
 |
|  | 2. | Completes required training and properly uses methods for managing angry or physically assaultive individuals. | * Evidence of use of approved techniques with emphasis on verbal de-escalation in situations requiring intervention
 | * *Direct observations*
* *JEMS*
* *Training log*
* *Trainer feedback*
* *Safety Committee*
* *Peer feedback/reviews*
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| **SECTION 2: PROFESSIONAL ALLIANCE AND GROWTH** |
| **A.** | **COMMUNICATES EFFECTIVELY WITH DEPARTMENTAL EMPLOYEES AND ALL EXTERNAL STAKEHOLDERS, INCLUDING VICTIMS** |
|  |  | **Performance Factor** | **Measures** | **Methods** |
|  | 1. | Is authentic, attentive and articulates effectively when communicating with others;  | * Displays honesty and is straightforward in communications
* Displays appropriate non-verbal communication.
* Provides sufficient detail and context in communications
* Keeps appropriate professional and personal confidences
 | * *Direct observation Supervisor review*
* *Feedback from Judges & Court Administration*
* *Feedback from Stakeholders*
* *Peer feedback/reviews*
 |
|  | 2. | Is confident, respectful and professional in all interactions | * Respects others time and efforts
* Treats individuals with dignity
* Maintains a courteous, conscientious and businesslike manner in the workplace
* Speaks to internal and external clients and colleagues in a respectful manner
 | * *Direct observation, supervisor review*
* *Feedback from Judges & Court Administration*
* *Feedback from Stakeholders*
* *Peer feedback/reviews*
 |
|  | 3. | Written and verbal communications are purposeful, ~~and~~ timely and accurate | * Communications are clear and intentional
* Communications are not unnecessarily delayed
* Interacts effectively with all levels of county management and external stakeholders
 | * *Direct observation Supervisor review*
* *Feedback from Judges & Court Administration*
* *Feedback from Stakeholders Peer feedback/reviews*
* *Supervisor review of case management system entries*
 |
|  | 4. | Accepts responsibility, is responsive to suggestions and demonstrates the ability to be flexible, making appropriate adjustments when necessary | * Able to change methods if justifiable reasons emerge
* Recognizes that circumstances change; and therefore; there is a need to change strategies
* Works within available guidelines or approaches, but knows how to adjust or adapt methods depending upon the result required
 | * *Direct observations*
* *Supervisor review*
* *Feedback from Judges & Court Administration*
* *Feedback from Stakeholders Peer feedback/reviews*
 |
| **B.** | **WORKS COLLABORATIVELY WITH WORKGROUPS/TEAMS/COMMITTEES** |
|  | 1. | Fosters cooperation and collaboration  | * Respects diverse thoughts, views and approaches
* Actively builds trusts and positive relationships
* Fosters, encourages and facilitates open communication and creates an atmosphere of open expression
 | * *Direct observations*
* *Supervisor review*
* *Feedback from Judges & Court Administration*
* *Feedback from Stakeholders*
* *Peer feedback/reviews*
 |
|  | 2. | Works collaboratively with others to prevent or resolve conflicts by gathering relevant information and evaluating alternatives, before making a decision. | * Displays ability to work as team with co-workers to achieve shared objectives
* Values input from team members
* Able to effectively evaluate choices and potential outcomes
 | * *Direct observations*
* *Supervisor review*
* *Feedback from Judges & Court Administration*
* *Feedback from Stakeholders*
* *Peer feedback/reviews*
 |
|  | 3. | Willing to accept new duties | * Displays effective time management skills to accept new duties
* Recognizes the needs of the department
* Considers new duties as an opportunity to develop additional knowledge and skills
* Accepts temporary assignments/duties
* Volunteers for temporary assignments/duties
 | * *Direct observations*
* *Supervisor feedback/reviews*
* *Performance evaluations/ reviews, notes*
* *Self-appraisals*
* *Peer feedback/reviews*
 |
|  | 4. | Volunteers and actively participates in committees/workgroups | * Without being directed, agrees to participate on committees/workgroups
* Offers information. perspectives, and opinions on the work of the committee/workgroup
* Completes committee/workgroup tasks as assigned
 | * *Direct observations*
* *Supervisor feedback/reviews, notes*
* *Self-appraisals*
* *Peer feedback/reviews*
 |
| **C.** | **SEEKS OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT** |
|  |  | **Performance Factor** | **Measures** | **Methods** |
|  | 1. | Completes required training. | * Meets or exceeds training requirements
* Completes cross trainings
 | * *JEMS*
* *monthly supervisor case reviews/ conference*
* *Training log*
* *Training certificates*
 |
|  | 2. | Willingly participates in training to address needs identified through audits/formal observations, supervisor feedback, and personnel evaluations. | * Receptive to address identified professional development needs
* Seeks out training opportunities base on supervisor feedback
* Seeks out and effectively utilizes available resources when completing work assignments
 | * *JEMS*
* *Direct observations*
* *Performance evaluations/reviews, training certificates and/or training log*
 |
|  | 3. | Seeks professional advancement  | * Completes advanced training or education
* Volunteers for additional tasks/duties
* Keeps abreast of current developments and demonstrates an awareness of new practices and approaches by utilizing this knowledge in related work activities
 | * *Self-initiated professional growth requests*
* *Trainer feedback*
* *Direct observations*
* *Performance evaluations/reviews, training certificates and/or training log*
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| **SECTION 3: COMPETENCIES** |
| **A.** | **GENERAL COMPETENCIES** |
|  |  | **Performance Factor** | **Measures** | **Methods** |
|  | 1. | General knowledge of Pennsylvania Juvenile Justice System. | * Able to articulate the basic principles of Balanced and Restorative Justice
* Able to articulate the basic concepts of the Juvenile Justice System Enhancement Strategy and evidence-based practice
* Able to articulate the basic role and function of JCJC/CJJT&R, PCCD, PCCJPO, and PA DHS
 | * *Direct observations*
* *Supervisor reviews*
* *Peer feedback/reviews*
 |
|  | 2. | Working knowledge of county court system. | * Able to articulate basic role, function, and responsibilities of court administration, district attorney, public defender, victim services and other court-related county offices
 | * *Direct observations*
* *Supervisor reviews*
* *Peer feedback/reviews*
 |
| **B.** | **OFFICE SKILLS & COMPETENCIES** |
|  |  | **Performance Factor** | **Measures** | **Methods** |
|  | 1. | Utilizes legal recordkeeping practices and procedures. | * Accurately and timely prepares juvenile court petitions, court orders, social summaries, and other legal documentation.
 | * *Direct observations*
* *Supervisor reviews*
* *Peer feedback/reviews*
 |
|  | 2. | Utilizes basic legal and related technical terminology and processes.  | * Verifies that accurate and compliant information and documentation is provided for legal purposes.
 | * *Direct observations*
* *Supervisor reviews*
* *Peer feedback/reviews*
 |
|  | 3. | Utilizes basic computer and internet skills  | * Demonstrates basic proficiency in common software products (Word, Excel, PowerPoint & Outlook) and appropriate use of the internet
 | * *Direct observations*
* *Supervisor reviews*
* *Peer feedback/reviews*
 |
|  | 4. | Utilizes office technology  | * Proficient use of office equipment such as photocopiers, printers, scanners, multi-line phone systems, and video conference equipment
 | * *Direct observations*
* *Supervisor reviews*
* *Peer feedback/reviews*
 |
| **C.** | **SPECIFIC COMPETENCIES** |
|  |  | **Performance Factor** | **Measures** | **Methods** |
|  | 1. | Utilization of court-related case management and information technology systems | * Proficiency in use of PaJCMS, CPCMS, and other court related information technology systems
* Timely and accurate entry of information and data
* Verifies accuracy information and data if appears suspect
* Generate standardized reports for management review
 | * *Direct observations*
* *Supervisor reviews*
 |
|  | 2.  | Utilization of basic accounting and budgeting principles | * Accurately and timely document and track expenditures
* Make journal entries to clarify expenditures
* Generate financial reports as requested by management
 | * *Direct observations*
* *Supervisor reviews*
 |
|  | 3. | Utilization of contemporary Human Resources practices | * Communicate important information according to county Employee Handbook
* Assist with new employee orientation
* Maintain documentation for employee clearances
* Tracks and maintains employee training records
* Ability compile payroll documentation and records
 | * *Direct observations*
* *Supervisor reviews*
 |
|  | 4. | ***Customize Competencies*** |  |  |