**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* |
| **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*** |  |  |