

# The Paraplegic and Quadriplegic Association of SA Inc.

## STANDARD OPERATING PROCEDURES



## Support Worker Probationary Review and Performance Assessment

### Statement

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQA) works with its employees to ensure positive interaction between administrative and Casual Support Workers. Through the application of a consistent and timely review system employees are alerted of any areas of concern in their performance, the issues are discussed and assistance offered to improve the issues.

<p>Approved by: <i>[Signature]</i> Operations and Business Development Manager HOMECARE PLUS</p>	<p>Date: <i>7/4/2011</i></p>
<p>Registered by: <i>[Signature]</i> Manager, HUMAN RESOURCES</p>	<p>Date: <i>7/4/2011</i></p>

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## **INTENT**

To ensure a consistent and equitable approach to Support Worker six (6) and eleven (11) week probationary reviews by all Managers, Team Leaders and Client Service Officers.

## **PROCEDURE**

1. The Human Resource Department is to run Probation Review report once a month from the Human Resource Information System (HRIS).
2. The Human Resource Department will email to Managers and relevant Supervisors' the names of Support Workers due for probation review and the required review (6 or 11 weeks)
3. Six (6) or eleven (11) week Probationary Review Form to be down loaded as needed from the I:Drive by the relevant Supervisor.
4. Six (6) week reviews can be made via a phone call. Eleven (11) week reviews should be in person.
5. Supervisors to book probation reviews with Support Workers within seven (7) days of receiving notification from The Human Resource Department.
6. Reviews need to be completed within seven (7) days and returned to Operations and Business Development Manager/HOMECARE PLUS Manager (this ensures a fourteen (14) day turnaround for all probation reviews).
7. A copy of the Probationary Review form must be sent immediately the review is complete to the Support Worker for their records.
8. If any concerns are raised at the review, these must be highlighted and followed up by HR Manager and the Operations and Business Development Manager HOMECARE PLUS/Manager HOMECARE PLUS.
9. Operations and Business Development Manager, HOMECARE PLUS or the HOMECARE PLUS Manager are to sign off review form and then forward to the Human Resource Department.
10. The Manager, Human Resource is to review all Probationary Reviews and sign off.
11. The Human Resource Department will record completed probation reviews in HRIS, under Performance Management in Support Workers details.
12. After final eleven (11) week review the Managers/Supervisors HOMECARE PLUS will issue a letter confirming End of Probation (I:Drive). A copy of the signed letter will be returned to the Human Resource Department.
13. Completed probation reviews and End of Probation letter will be filed in Support Workers personnel file, by the Human Resource Department.

## **RESPONSIBILITIES**

**HR Manager:** - To assist with concerns identified within probation review.

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**Human Resource Department:** - To run probation review report monthly, inform HC+ Manager/Team Leader and ensure probation review completion entered and filed appropriately.

**HC+ Manager/Team Leader:** - To ensure probation reviews completed within specified timeframe. To assist with concerns identified within probation review and sign off all completed Probationary Reviews..

**Supervisors:** - To organize, conduct and complete probation reviews within specified timeframe. To forward completed Probationary Reviews to their manager in a timely manner and to issue and copy End of Probation letters to all Support Workers.

## **Related Documentation**

- Performance Management System Policy and Procedure.
- Six (6) week Probationary Reviews.
- Eleven (11) week Probationary Reviews
- End of Probation letter.