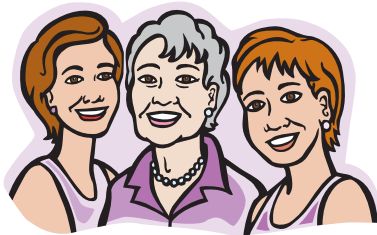


Links to QA 8.5 "Management provides and facilitates professional development opportunities for staff"

Staff are an OOSH centres greatest asset. Supporting your staff to keep them motivated and happy is essential for running a harmonious OOSH. Two ways of supporting your staff are through supervision meetings and staff appraisals - also ways of making sure that staff members are working towards centre goals.

What is supervision?

Supervision is where the co-ordinator meets regularly with staff on a one-to-one basis to discuss any concerns, professional development, grievances etc with the overall aim of improving the service. Minutes to these meetings are taken and kept on the staff member's file.



What is a staff appraisal?

Usually happening annually, staff appraisals are a chance for staff and management to come together and discuss progress at work. Appraisals give opportunities to address areas of concern in the staff member's work practice, their professional development, they also offer a chance to assess job descriptions appropriateness and gain feedback from employees.

A format should be developed that is the same for all employees at each level and asks for the employee to reflect on their work practices by responding to comments or questions (usually in the form of a self-evaluation prior to the appraisal meeting) that should be reflective of:

- individual's job descriptions
- the services aims and philosophies
- Quality Assurance principles (as staff appraisals can be used as evidence of trying to attain principles)
- relevant legislation (ie OH&S)

Why have staff supervisions and appraisals?

Supervision is an effective way of taking action on any minor grievances that staff may have before they turn into major issues; this helps avoid burnout and stress. Having regular supervision meetings can improve the staff members performance at work by giving them direction and letting them know about areas that they could improve in; this has a positive impact on the service. Appraisals help in much the same way but also help the whole staff team develop making it better able to cope when there are changes within the team.

Introducing staff supervision and appraisal

It is important that staff are made aware of what the processes involved are and why they are being introduced. It may be helpful to send an introductory note around to staff with an example of the appraisal format and to discuss the introduction of staff supervision/ appraisal in team meetings.

How to conduct a staff appraisal

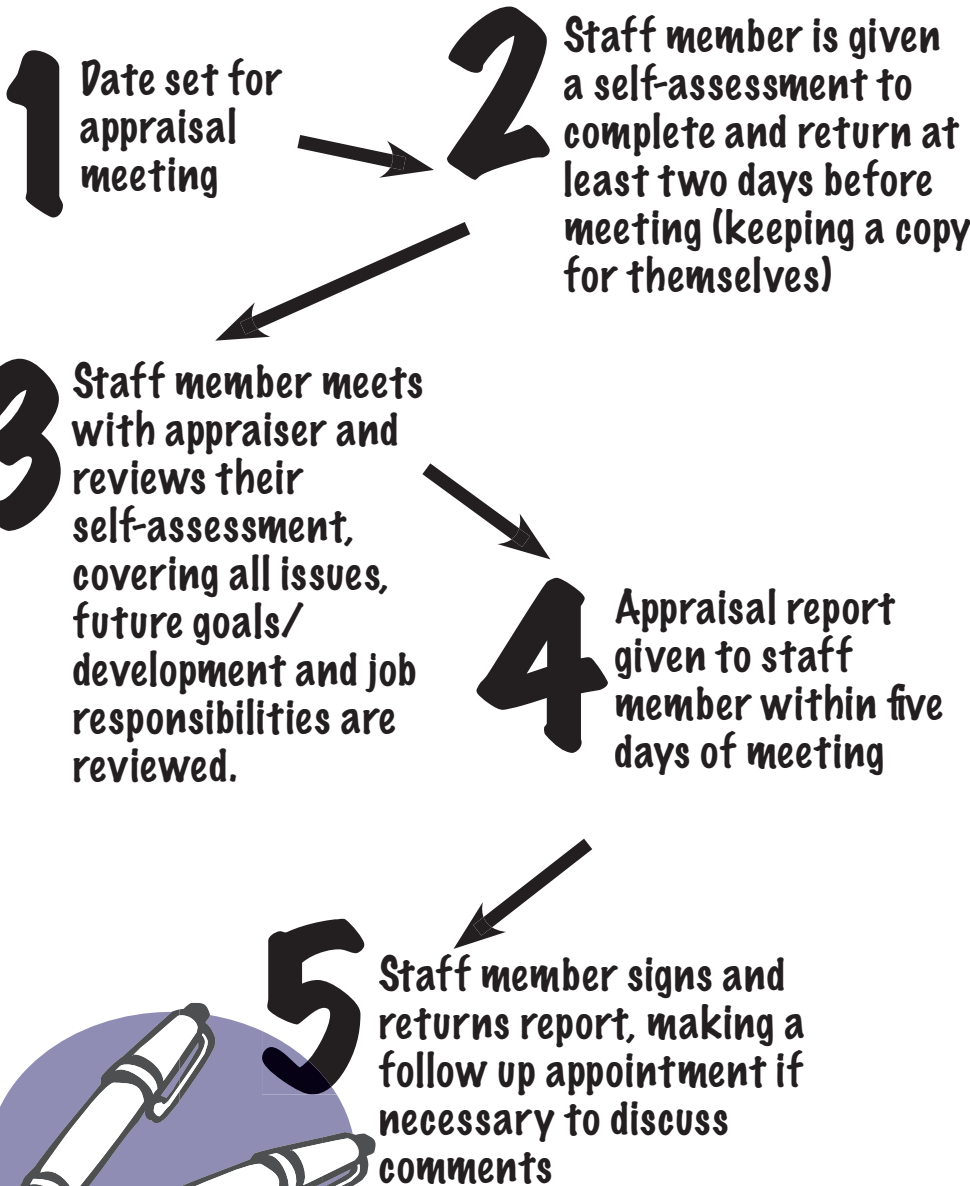
- Be confident and assertive, stating your viewpoint while respecting the opinion of the staff member.
- Be sure to let the staff member have their say so they come away satisfied that their voice has been heard.
- Be tactful and considerate of the staff members feelings, looking constructively at work performance rather than focussing on the negative.
- Identify areas for improvement and where existing strengths can be built upon.
- Give praise where due and reward achievement whenever possible
- Show that you are interested in the job that they do and display genuine concern for their welfare

For further information:

Staff Matters, available from Network has information on all aspects of staff management and samples of performance appraisals.

Network runs training on Effective Staff Supervision that covers supervision and staff appraisals, call the Training Desk for information on dates and locations.

A five-step approach to staff appraisals



For further information:
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Self-assessments & Quality Assurance

In line with QA principles the appraiser could ask workers to respond to comments such as:

- Communicates effectively with everyone in the staff team, displaying professionalism, teamwork and mutual respect (QA Area 2)
- Relates to children in a warm and friendly manner (QA Area 1)
- Makes families feel welcome at the service (QA Area 3)
- Guides children's behaviour in a positive way (QA Area 2)
- Understands and works within with the centre's policies (QA Area 8)
- Is committed to the centre's high standard of hygiene (QA Area 7)
- Respects the diversity of children's backgrounds and abilities (QA Area 1)
- Maintains administration and records as required in job description (QA Area 8)
- Treats all children fairly and equitably (QA Area 1)
- Assists in implementation and evaluation of programs (QA Area 4)
- Assists in the centre's compliance with the OH&S Act (QA Area 7)

