



Performance Evaluations Policies & Procedures

Supervisors use scheduled and random observations of all programs, program locations and buildings; engage in spontaneous and scheduled conversations with employees/volunteers, and youth; conduct group and individual supervision and training meetings; and review program documentation, to ensure that safety standards are always in place.

Keep a record. Document your supervision visits. Include information like your arrival and departure times, which youth and parents/guardians were present, and a summary of the information collected. Provide employees and volunteers with feedback about visits.

Vary your observation times. Do not develop a predictable pattern of observation. Drop in at different times each day. Occasionally leave and come back immediately.

Arrive before employees and volunteers. Check punctuality and the routine that employees and volunteers follow to prepare for the youth to arrive.

Watch activities. Are they planned and organized? Are the employees and volunteers actively involved? Ask to see the schedule of activities and compare with what is happening at a given time.

Observe bathroom and locker room activities. Observe bathroom and locker room activities to ensure that the employees and volunteers are complying with the established policies and procedures.

Observe employees and volunteers' interaction with youth.

- Do employees and volunteers use the proper voice tone with youth?
- Do employees and volunteers give praise to youth?
- Do employees and volunteers follow the physical affection guidelines?
- Do employees and volunteers know the youth by name?
- Do employees and volunteers sound enthusiastic?
- Do employees and volunteers set limits and boundaries with youth?
- Do employees and volunteers interact with all youth?
- Do employees and volunteers pay undue attention to any youth?
- Do employees and volunteers listen to the youth when they make reports or express concerns?

Observe employees and volunteers' interactions with each other.

- Do employees and volunteers pay more attention to the youth than to each other?
- Are employees and volunteers spread out and monitoring the entire facility?
- Do employees and volunteers know who is supervising which youth?
- Do employees and volunteers communicate to each other when one must leave the area?
- Do employees and volunteers use polite voice tones with one another?
- Do employees and volunteers share responsibilities around the program?

Example Employee/Volunteer Performance Evaluation:

Name:

Date:

Program:

Evaluated by:

Date:

	Poor		Satisfactory		Exemplary
Tone of voice	1	2	3	4	5
Use of appropriate affection	1	2	3	4	5
Use of appropriate verbal interactions	1	2	3	4	5
Behavior management skills	1	2	3	4	5
Engages in activities with participants	1	2	3	4	5
Overall supervision of participants	1	2	3	4	5
Adherence to safety best practices	1	2	3	4	5
Responds well to feedback	1	2	3	4	5
Communication with peers	1	2	3	4	5
Communication with supervisor	1	2	3	4	5
Completes required training	1	2	3	4	5
Punctuality	1	2	3	4	5
Attends employee meetings	1	2	3	4	5
Documentation	1	2	3	4	5
Overall job performance	1	2	3	4	5

Comments:

Signature of Supervisor: _____

Signature of Employee/Volunteer: _____