

CAREGiver Performance Review

CAREGiver _____

Date: _____

Build Trust

Be Reliable

Be Professional

Be Responsible

	Exceeds Expectation	Meets Expectations	Needs Improvement	
Dependability				
Has a record of dependability and reliability. Meets commitments despite obstacles. Does not use excuses for mistakes or failures. Follows care plan. Is performing "in good standing".				
Comment/Examples:				
Client Focus				
Gives the client his/her undivided respectful attention. Offers consistent care. Takes appropriate steps to continuously improve service. Goes above and beyond to provide extraordinary care. Provides good handoff communications. Reads and follows journal/client materials and professional boundaries.				
Comments/Examples:				
Careful Decision Making				
Shows common sense. Anticipates consequences of decisions. Identifies situations that require the involvement of others to achieve the best outcome.				
Comments/Examples:				
Communication				
Communicates & listens effectively with all Home Instead staff, other CAREGivers, clients and families. Able to document facts with appropriate level of detail. Builds trust through open and consistent communication. Uses empathetic listening skills. Communications are through the office, not client.				
Comments/Examples:				

Take the Lead:**Be Empowered****Be Involved**

	Exceeds Expectation	Meets Expectations	Needs Improvement	
Takes Initiative				
Takes the lead by finding sensible, realistic, practical solutions to meet his client's needs. Empathizes by anticipating. Thinks before acting.				
Comments/Examples:				
Ongoing Learning:				
Enthusiastically engages in additional training within or outside of Home Instead. Understands that the more you know, the more you can do for the company and client.				
Comments/Examples:				
Commitment				
Demonstrates commitment to Home Instead's philosophy by attending, participating, and/or volunteering in company and community events to grow her/himself through helping others.				
Comments/Examples:				
Excellence				
Sets high standards of performance for self. Exhibits conscientiousness and high sense of responsibility for self, other employees, and company.				
Comments/Examples:				

Share Your Heart**Be Compassionate and Thoughtful****Be Yourself**

	Exceeds Expectation	Meets Expectations	Needs Improvement	
Positive Attitude				
Exhibits enthusiasm, excitement and positive "can do" attitude; not defensive. Able to turn negative or neutral situations into a positive outcome. Positively accepts feedback.				
Comments/Examples:				
Likeability				
Puts people at ease. Exhibits friendliness, genuineness, caring, compassion and sensitivity. Shares heart by taking steps to be the bright spot in someone's day.				
Comments/Examples:				
Adaptability				
Flexible to needs of others. Not rigid intellectually, emotionally, or interpersonally. Adjusts quickly to changing priorities. Takes extra shift, stays later if scheduling problems.				
Comments/Examples:				

Measurable Key Performance Indicators (KPI's)

# Call-Outs/Absences (no more than 6 in prior 12 months)	
# Tardiness (no more than 6 in prior 12 months)	
# Missed Clock-Ins/Outs (no more than 12 in prior 12 months)	
# CAREGiver Meetings Attended	
# Training Classes Completed	
# Emergency Shift Acceptances	
# Client Accolades	
# Disciplinary Actions and/or Complaints	
# Client or CAREGiver Successful Referrals	
# Declined Shifts w/in Availability (no more than 6 declines in prior 12 months)	

Measurable Key Performance Indicators

Overall Rating				
Overall Rating	Exceeds Expectations	Fully Meets Expectations	Needs Development	
Overall Comments:				

Scale Explanation

3	Needs Development- Falls below expectations in one or more significant areas. Performance related to this competency has declined significantly or has not improved. Lacks appropriate level of skills. Requires consistent guidance to demonstrate the skills. May resist coaching or be defensive to feedback. Lacks commitment to improve. Missed significant number of KPI's
2	Fully Meets Expectations- Consistently meets (occasionally exceeds and seldom falls short of) the proficiencies of this competency. Demonstrates acceptable expertise and understanding of this competency. Effectively applies knowledge of this competency on a consistent basis. Usually seeks to develop, improve and demonstrate the skills of this competency. Met most/all KPI's.
1	Exceeds Expectations- Consistently exceeds the proficiencies of this competency and coaches others regularly. Takes extra shifts willingly, asks for more development, volunteers regularly. Has received client accolades regularly. May be at the Mentor skill level on the CAREGiver career ladder. Met all KPIs or exceeded many KPI's.

~+

CAREGiver Signature: _____

Supervisor Signature: _____ Date: _____