

MUNICIPAL DISTRICT OF BIG LAKES

TITLE:	Performance Management Policy
APPROVED BY COUNCIL:	September 24th, 2008
EFFECTIVE DATE:	September 24th, 2008
POLICY NO.	Admin-31
LEGAL AUTHORITY:	

POLICY STATEMENT

The Municipal District of Big Lakes recognizes that administration strives to provide the most effective, efficient, and client focused service possible. It is further recognized that performance management serves a vital role in meeting this goal. Additionally, a well administered performance management system can foster positive management/staff relations. Due to the benefits which can be drawn from performance management, the Municipal District sets forth the following guidelines with respect to performance management measures.

POLICY

1. Application

This policy shall apply to the evaluation of the performance of all persons occupying salaried or hourly waged positions with the Municipal District of Big Lakes with the exception of the Chief Administrative Officer whose evaluation remains the responsibility of the municipal council.

2. Rationale

The Municipal District of Big Lakes believes that performance management practices should be implemented in a manner which will:

- a. Let employees know what is expected of them;
- b. Give employees the ability to self-manage their performance;
- c. Inform employees of how they are performing;
- d. Encourage constructive dialogue between Management and employees;
- e. Aid employees in their plan for improving their performance as necessary;
- f. Form a basis for merit rewards;
- g. Assist with an employee's career development;
- h. Build a strong, committed, creative and competent workforce; and
- i. Enhance the quality of service provided to the citizens of the Municipal District of Big Lakes.

3. Responsibility

- a. It is the responsibility of the following staff to ensure that performance management is carried out for all employees in their respective units:
 1. Supervisors who have staff assigned to their unit; and
 2. Chief Administrative Officer; and
 3. All Department Heads who have direct responsibility for the supervision of staff.

4. "Two-up" Review Process

- a. For employees other than those reporting directly to the CAO performance appraisals conducted under this policy will be subject to a "two-up" recommendation and approval process.
 1. A "Two-Up" recommendation and approval process means that:
 - (i) The first level of supervision, to whom the employee reports directly, conducts the performance appraisal and makes a formal recommendation to his/her superior; and
 - (ii) The superior reviews, and, at his discretion, may approve the performance appraisal decision.

5. 360 Degree Evaluations

- a. In the case of employees in positions reporting directly to the Chief Administrative Officer, the CAO shall utilize a 360 degree method of evaluation.
 1. In conducting a 360 degree evaluation the CAO shall seek input into the evaluation from no less than one (1) of each of the following:
 - Another Department Head
 - A subordinate
 - An external stakeholder with which the employee has a significant work relationship
 2. In addition to those individuals identified above, the CAO may seek input from any other source as (s)he may deem relevant to the evaluation.

6. Timing

a. Performance Reviews

The performance of each employee of the Municipal District shall be reviewed as follows:

1. One week prior to the conclusion of a probationary period less than 6 months.
2. One month prior to the expiry of a probationary period longer than 6 months.
3. 2 weeks prior to an employee's anniversary date.
4. Prior to, or, immediately following the end of a period of employment.
5. Whenever a serious performance or behavioral problem is encountered and for which informal discussions have had no effect.
6. The performance of each seasonal employee shall be reviewed and documented one week prior to the expiry of the position's term.
7. Within 2 weeks of an employee requesting an evaluation be conducted.

7. Evaluation Records

Upon completion of a performance appraisal a copy of the appraisal document shall be provided to the employee and the original shall be placed in the employee's official personnel file.

8. Appeal Process

Where a dispute arises over the interpretation, meaning, operation or application of the Municipal District's Performance Appraisal system, an employee of the Municipal District may seek redress through the following process:

➤ Step 1

The employee shall discuss the issue with the responsible department head in an attempt to resolve the matter. The Department head shall respond within 5 working days.

- Step 2
Failing a satisfactory resolution of the matter at Step 1, the employee may put the appeal in writing. The written appeal shall be submitted to the Chief Administrative Officer.
- Step 3
The Chief Administrative Officer shall review the matter and shall make a decision within 5 working days. A copy of this decision shall be provided to the responsible Department Head.

The decision of the Chief Administrative Officer shall be final. The Chief Administrative Officer shall take any administrative action necessary to see the decision is carried out.

Extension to the timelines indicated above may be granted upon mutual agreement of the parties involved.

9. Importance of Job Descriptions

- a. Job descriptions serve two critical functions for performance management:
 - 1. They provide management a gauge with which to assess performance.
 - 2. They provide employees with an account of the expectations placed upon their position. This allows employees to self-assess performance.
- b. Given the crucial role that job descriptions play in performance management, management is expected to:
 - 1. Maintain an accurate job description for all positions within the Municipal District organization.
 - 2. Review job descriptions on a regular basis to ensure accuracy. These reviews may be done in conjunction with performance appraisals.
 - 3. Review an employee's job description with them upon:
 - Their first day of work;
 - A change in the duties of the position;
 - Revision or updating of the job description for any reason; or

➤ Receiving a request from an employee to do so.

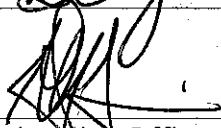
- c. Upon review of a job description, employees and supervisors shall sign a copy of the job description to indicate that the review has taken place. This signed copy shall be placed in the employees official personnel file.

10. Maintaining Relevance

- a. Annually, or more often as deemed necessary, the Chief Administrative Officer and Department Heads shall formally assess the performance of the Performance Management System (including forms and documents) and shall make any refinements necessary.
- b. Input from staff is encouraged, but not mandated.



Reeve



Chief Administrative Officer