**Employee Name:** Enter Employee’s Full Name

**Job Title:** Enter Employee’s Job Title

**Date of Performance Review:** Enter Date of Performance Review Completion

**Definitions**

**Outstanding:** Performance is distinguished and far exceeds requirements of the job.

**Exceeds Expectations:** Performance is exceptional and usually exceeds job requirements.

**Meets Expectations:** Meets all job requirements.

**Needs Improvement:** Performance is below the standards and requirements of the job.

**Not Effective:** Performance is well below requirements of the job and is unacceptable.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Outstanding** | **Exceeds Expectations** | **Meets Expectations** | **Needs Improvement** | **Not Effective** |
| Engages with clients and families and assesses clients’ well-being and needs |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Listens to clients’ issues and concerns and provides counseling and intervention as required |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Develops plan of action to improve clients’ well-being and address clients’ needs |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Assists clients to gain access to programs and community services |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Utilizes knowledge of community-based resources to assist clients and navigate barriers |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Advocates on clients’ behalf with service providers and serve as liaison between clients and services |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Maintains consistent communications with clients to evaluate clients’ progress and make adjustments as necessary |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Follows up with referrals and stays in contact with client until their needs are met |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Documents client interactions and referrals in Charity Tracker |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Provides outreach to families outside of current program to reach new clients |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Coordinates workshops to help clients obtain information on issues important to helping them successfully integrate to life in in the US – This includes assessing what information is needed by clients, working with partner agencies to conduct workshops, and marketing workshops to clients |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Collaborates with community partners to increate community knowledge of recourses |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |
| Works together with partnering agencies with the ability to network within these partnerships and develop additional relationships as required |  |  |  |  |  |
| Comments: | Enter Comments Here | | | | |