

Effective job performance tools



Running head: EFFECTIVE PERFORMANCE TOOL1

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Effective Performance Tool

The job performance tool selected for mental health care counselor evaluated performance on core competencies needed to conduct the job effectively and on organizational goals. The competencies were depicted through the US Department of Labor's job description of mental health care workers and from KSAOs derived from The National Center for O*NET Development on mental health counselors. The formatting of the performance review consists of 4 Parts. Part 1 covers the prior review period and encompasses organizational goals and key responsibilities the mental health care worker was independently in charge of. Part 2 covers core competencies for the job of mental health counselor. These competencies include clinical evaluation, use of counseling theory and techniques, crisis management, law and ethics, billing and insurance and professionalism. Within these competencies evaluation of task focus, trait focus, and competency focus is made. Part 3 encompasses future goals to be completed by the next review period for the mental health care worker. These goals are focused on supporting the objectives of the organization and its mission and client needs. Although Part 3 is not scored, it sets expectations for goals to be accomplished along with a timeframe to do so base on the level of priority. These goals are then graded on the next year's review in Part 1. Part 4 includes developmental goals and opportunities for the mental health care counselor. The goals in Part 4 reference the following:

performance advancement, performance enrichment, and career development or professional growth.

The performance tool was created to measure performance and productivity through specific job tasks, traits, and competencies needed to perform the job role of mental health counselor. The performance tool was selected because it measured performance based on the job role and also performance based on organizational goals. The author felt the performance tool was comprehensive because it ensured the organizational goals and needs were being met in Part1 while ensuring specific traits, tasks and competencies were being met in Part2. The performance tool guides the employee in understanding where the organization is heading because it gives the mental health counselor specific goals that are tied with those of the organization in Part 3. These goals are measured in the next performance review period as Part 1. Furthermore, Part 3 allows the employee to be a part of setting future goals. Although Part 4 does not measure performance it is a great feature because it gives the employee an opportunity to express what areas they may need developmental support in or express their desires for career progression. Part 4 allows the organization a way to help develop the employee in areas that may need improvement and allows them a way to strategically plan what employees may be willing to fulfill other positions as they become available

The performance appraisal of Mental Health Counselor will be evaluated by utilizing a 5 point scale. The value on the scale is to be circled besides the side item that is being rated. The definition of the scale is below.

1. Scale for Overall Scoring
2. The counselor fails to meet minimum standards and has unsatisfactory performance. Substantial improvement is needed in one or more areas (University of California Berkeley, 2015).
3. The counselor needs improvement. Performance did not consistently meet expectations (University of California Berkeley, 2015).
4. The counselor meets expectations (University of California Berkeley, 2015).
5. The counselor consistently exceeds expectations (University of California Berkeley, 2015).
6. Performance is exceptional and far exceeds expectations (University of California Berkeley, 2015).

Overall Rating For Parts 1 & 2

Job performance goals and job achievement factors determined by manager or supervisor.

5 4 3 2 1

Manager/Supervisor Signature _____

Employee Signature _____

The performance appraisal consists of two parts. Part 1 covers performance contributions towards organizational goals /key responsibilities. These goals and responsibilities were established at the beginning of the new review period. New goals should be remarked within this section.

Part1: Last Review Period’s Organizational Goals(University of California Berkeley, 2015):

Priority	Responsibility, Measurement, and Comments	Rating 1, 2, 3, 4, 5
<i>Example: Create services</i>	Goal/Key Responsibility: John only	3: Example: meets

that are *Example:* requirement
affordable *Develop a* s with one
for those *way to cut* way to
who need *cost for* provides
them. *services.* service

Measure of while
success: simultaneou
 sly cutting
Example: costs.

Increase
clientele 4: *Example:*

John
Comments: exceeded
Example the
John Doe expectation

Administer for
ed group increasing
therapy clientele by
sessions for increasing

40% of his his clientele
clientele. by 30

Comparativ percent. His
ely to last goal last
year, John year was to

Doe's increase
increased clientele up
his

clientele by to 20 %

30% by

using group

therapy an

effective

treatment

option for

those with

anger

manageme

nt issues.

Using

group

therapy

was a way

to cut

clientele

cost while

still

achieving a

per hour

goal of

\$100. John

averaged

10 clients

in group

who paid

\$10 for

each

session.

Goal/Key

Responsibili

ty:

Priority

Rating

Measure of

success:

Comments:

Goal/Key

Responsibili

ty:

Priority

Rating

Measure of

success:

Comments:

Explain

below how

organizatio

nal mission

and vision

were used

to achieve

goals.

Part 2: Core Competencies needed to perform the job function of Mental Health counselor.

Core Competencies	Ratin
(University of Toledo):	g

Clinical Evaluation

Effectively identifies risks and self-destructive behavior with intervention resources and implement prevention techniques.

Comments:

Routinely evaluates client strengths and coping skills, and possible substance use.

Comments:

Effectively identifies unit of treatment, presenting problems, and patterns of behavior.

Comments:

Correctly identifies elements relevant to making proper prognosis.

Associates current problem with DSM diagnosis and identifies possible comorbidity

Comments:

Use of Counseling Theory and Techniques

Uses theoretical rationale for the selection and use of counseling techniques.

Comments:

Mindfulness of and reverence for multicultural issues and their effects on the client and counseling.

Comments:

Upholds the privacy of client

records and information.

Comments:

Produces a therapeutic environment that is non-defensive, sympathetic, respectful, safe and caring.

Comments:

Produces effective, jointly agreed upon treatment plans.

Comments:

Composes precise and complete case notes and finishes them in a timely fashion.

Comments:

Finalizes effective discharge and follow-up plans.

Comments:

Identifies restrictions and makes appropriate referrals

when necessary

Rating of counselor's
individual counseling skills

Comments:

Rating of counselor's family
counseling skills.

Comments:

Rating of counselor's group
counseling skills.

Comments:

Crisis Management

Regularly observes and
evaluates for indications of
abuse, danger to self, or
danger to others.

Comments:

Creates and administers plan
to reduce the ability for
danger

Comments:

Manages reporting requirements

Comments:

Identifies and treats trauma

Comments:

Law and Ethics

Proves the capability of applying and adhering to ethical and legal standards in clinical mental health counseling.

Comments:

Relates knowledge of regulatory processes, public mental health policy, and financing to enhance service delivery openings in clinical mental health counseling.

Comments:

Billing and Insurance

Effectively codes diagnoses

for billing for insurance
companies

Explains payment practices
prior to administering, test,
evaluation, and treatment
plans with clientele.

Professionalism

Keeps a professional
appearance, grooming, and
dress appropriate to
organizational setting.

Upholds punctuality with
clientele, professional
colleagues and organization.

Excellent written skills

Excellent verbal skills

Works cooperatively with
other staff

Open to feedback and
criticism

Part: 3 Future Goals:

Write performance goals for the current performance period to be evaluated . These separate goals should support those of the organization. The priority will be indicated (i. e. High-Medium-Low) for each goal based on organization goals, mission, and customer need (University of California Berkeley, 2015):

Goal/Key Responsibility:

*Example : Increase
community involvement by
collaborating with city
officials to administer*

Domestic Violence

Awareness Program

Priorit
y

Timeframe: *Example: 6
months*

High

Measure of success:

*Example: Establishes
relationship with city officials,
ability to conduct program.*

Comments:

Goal/Key Responsibility:

Timeframe:

Measure of success:

Comments:

Goal/Key Responsibility:

Timeframe:

Measure of success:

Comments:

Part 4: Development Plan

Document developmental goals and opportunities for the Mental Health Care Counselor in the box below. Developmental goals should reference the following: performance advancement, performance enrichment, and career development or professional growth (University of California Berkeley, 2015).

References

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Appendix

The following is the job description of Mental Health Counselor as described by the US Department of Labor (2014):

- Help individuals manage and overcome emotional disorders and problems with their family relationships.
- Ask questions and listen to clients in order to help identify clients problems so that strategies can be developed to improve clients lives.
- Evaluate, diagnose and treat emotional and mental disorders.
- Inspire clients to talk about their experiences and emotions
- Aid clients in adjusting to changes in life and processing reactions
- Guide clients in creating strategies and skills to cope and change behavior
- Support clients in making decisions about their future
- Synchronize treatment with psychiatrist and social workers
- Refer clients to other services and resourced within the community that the mental health counselor cannot treat.
- Use counseling theory and techniques to help clients
- Help clients overcome disorders and help those that cannot overcome disorders manage them.
- Work with insurance companies for payment

- Address issues of self- esteem addiction, and substance abuse

The following is KSAOs are defined for mental health counselors by The National Center for O*NET Development's site:

- Knowledge required for the position was defined by knowing: psychology, therapy and counseling, English knowledge, customer and personal service, sociology and anthropology, clerical, education and training, philosophy and theology, law and government, and administration and management.
- Skills were defined as active listening, social perceptiveness, speaking, critical thinking, judgment and decision making, monitoring, writing, reading comprehension, and persuasion.
- Abilities included: oral comprehension, oral expression, problem sensitivity, inductive reasoning, written comprehension, written expression, deductive reasoning, speech clarity, speech recognition, and fluency of ideas.
- Other characteristics needed for the job role include: education which requires the completion of graduate school such as a masters' degree, Ph. D., M. D., or J. D. The job role requires extensive skill, knowledge, and at least 5 years of experience. Individuals that are social, artistic and investigative are a good fit for the position.

The following includes tasks defined for mental health counselors by The National Center for O*NET Development's site:

- Maintain privacy of records linking to clients' treatment, inspires clientele to talk about their feelings and converse about what is occurring in their lives

- Aid clients in developing insight into themselves and their relationships
- Gather facts regarding clients over discussions, surveillance or assessments
- Evaluate patients for risk of suicide attempts, document and maintain client-related paperwork such as patient diagnostic accounts, and notes regarding progress
- Record , report, and maintain all mandatory treatment reports and reports
- Advise clients independently or in group sessions, to support overcoming dependencies, modifying to life, or making changes
- Chaperone clients in the development of strategies or skills so they can deal with their problems
- Execute crisis interventions with clients.
- Create and implement treatment plans founded on knowledge and clinical experience.