

## Coach/Direct Support Professional Performance Evaluation

Adapted from the National Association of Direct Support Professionals Competency Areas

Coach Name: \_\_\_\_\_ Date: \_\_\_\_\_

Evaluation Period from \_\_\_\_\_ to \_\_\_\_\_

Please check one:  3-Month Evaluation  6-Month Evaluation  Annual Evaluation

**Area 1: Empowerment** - The Coach enhances the ability of the person they support to lead a self-determining life by providing the support and information necessary to build self-esteem, and assertiveness; and to make decisions.

| Skill Statement   | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|---|-------------------|------------------------|--------------------------|----------|
| 1. The competent Coach assists and supports the person they support to develop strategies, make informed choices, follow through on responsibilities, and take risks.   |                   |                        |                          |          |
| 2. The competent Coach promotes a partnership in the design of support services, consulting the person and involving him or her in the support process.   |                   |                        |                          |          |
| 3. The competent Coach provides opportunities for the person they support to be a self-advocate by increasing awareness of self-advocacy methods and techniques, encouraging and assisting the person they support to speak on his or her own behalf, and providing information on peer support and self-advocacy groups. |                   |                        |                          |          |
| 4. The competent Coach provides information about human, legal, civil rights and other resources, facilitates access to such information and assists the person they support to use information for self-advocacy and decision making about living, work, and social relationships.                                       |                   |                        |                          |          |

**Area 2: Communication** - The Coach should be knowledgeable about the range of effective communication strategies and skills necessary to establish a collaborative relationship with the person they support.

| Skill Statement  | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|--|-------------------|------------------------|--------------------------|----------|
| 1. The competent Coach uses effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting to the range of the person they support communication styles. |                   |                        |                          |          |
| 2. The competent Coach has knowledge of and uses modes of communication that are appropriate to the communication needs of the person they support.  |                   |                        |                          |          |
| 3. The skilled Coach learns and uses terminology appropriately, explaining as necessary to ensure the person they support understanding.   |                   |                        |                          |          |

**Area 3: Community and Service Networking** -The coach should be knowledgeable about the formal and informal supports available in his or her community and skilled in assisting the person they support to identify and gain access to such supports.

| Skill Statement   | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|---|-------------------|------------------------|--------------------------|----------|
| 1. The competent Coach helps to identify the needs of the person they support for community supports, working with the person they support 's informal support system, and assisting with, or initiating identified community connections |                   |                        |                          |          |
| 2. The competent Coach researches, develops, and maintains information on community and other resources relevant to the needs of the person they support.   |                   |                        |                          |          |
| 3. The competent Coach ensures the person they support's access to needed and available community resources coordinating supports across agencies.  |                   |                        |                          |          |

**Area 5: Facilitation of Services** The Coach is knowledgeable about a range of participatory planning techniques and is skilled in implementing plans in a collaborative and expeditious manner.

| Skill Statement  | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|--|-------------------|------------------------|--------------------------|----------|
| 1. The competent Coach maintains collaborative professional relationships with the person they support and all support team members (including family/friends), follows ethical standards of practice (e.g., confidentiality, informed consent, etc.), and recognizes his or her own personal limitations. |                   |                        |                          |          |
| 2. The competent Coach assists and/or facilitates the implementation of an individualized plan to achieve specific outcomes derived from persons' preferences, needs and interests.  |                   |                        |                          |          |
| 3. The competent Coach assists and/or facilitates the review of the achievement of individual outcomes.  |                   |                        |                          |          |

**Area 6: Community Living Skills & Supports** The Coach has the ability to match specific supports and interventions to the unique needs of individual participants and recognizes the importance of friends, family and community relationships.

| Skill Statement   | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|---|-------------------|------------------------|--------------------------|----------|
| 1. The competent Coach assists the person they support to meet his or her physical (e.g., health, grooming, toileting, eating) and personal management needs (e.g., human development, human sexuality), by teaching skills, providing supports, and building on individual strengths and capabilities. |                   |                        |                          |          |
| 2. The competent Coach assists the person they support with household management (e.g., meal prep, laundry, cleaning, decorating) and with transportation needs to maximize his or her skills, abilities and independence.  |                   |                        |                          |          |
| 3. The competent Coach supports the person in the development of friendships and other relationships  |                   |                        |                          |          |

**Area 7: Education, Training & Self-Development** - The Coach should be able to identify areas for self-improvement, pursue necessary educational/training resources, and share knowledge with others.

| Skill Statement  | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|--|-------------------|------------------------|--------------------------|----------|
| 1. The competent Coach completes required training education/certification, continues professional development, and keeps abreast of relevant resources and information. |                   |                        |                          |          |

**Area 12: Documentation** - The Coach is aware of the requirements for documentation in his or her organization and is able to manage these requirements efficiently.

| Skill Statement   | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|---|-------------------|------------------------|--------------------------|----------|
| 1. The competent Coach maintains accurate records, collecting, compiling and evaluating data, and submitting records to appropriate sources in a timely fashion |                   |                        |                          |          |
| 2. The competent Coach maintains standards of confidentiality and ethical practice.   |                   |                        |                          |          |
| 3. The competent Coach learns and remains current with appropriate documentation systems, setting priorities and developing a system to manage documentation.   |                   |                        |                          |          |

**Area 14: Provide Person Centered Supports** - The Coach facilitates what is important to the person, which requires continual listening and learning in alliance with the person, their family and friends.

| Skill Statement  | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|--|-------------------|------------------------|--------------------------|----------|
| 1. The competent Coach provides support to people using a person-centered approach.                    |                   |                        |                          |          |
| 2. The competent Coach modifies support programs and interventions to ensure they are person-centered. |                   |                        |                          |          |
| 3. The competent Coach is knowledgeable about person-centered planning techniques.                     |                   |                        |                          |          |

**Area 15: Supporting Health and Wellness -** The Coach promotes the health and wellness of people receiving supports and services.

| Skill Statement   | Needs Improvement | Meets Job Expectations | Exceeds Job Expectations | Comments |
|---|-------------------|------------------------|--------------------------|----------|
| 1. Observes and implements appropriate actions to promote healthy living and to prevent illness and accidents.  |                   |                        |                          |          |
| 2. Uses appropriate first aid/safety procedures when responding to emergencies.   |                   |                        |                          |          |
| 3. Assists individuals in scheduling, keeping, and following through on all health appointments.  |                   |                        |                          |          |
| 4. Assists individuals in completing personal care (e.g., hygiene and grooming) activities.   |                   |                        |                          |          |
| 5. Assists with identifying, securing and using needed adaptive equipment (i.e. adaptive equipment) and therapies (e.g., physical, occupational, speech, respiratory, psychological). |                   |                        |                          |          |
| 6. Assists individuals to take an active role in their health care decisions.   |                   |                        |                          |          |

Do you read the update weekly?

Do you encourage the people you support to attend programming offered at XX?

Do you use the Quillo App?

Do you find the content helpful?

How is the EVV process working for you?

Goals for the next 12 months:

Employee Comments:

Coach Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_