

Practice Business Manager	
NAME	
START DATE	EVALUATION DATE
EVALUATOR	POSITION

The Practice Business Manager is responsible for the coordination of practice development and coordination tasks and will have to personally undertake the tasks as required

RATING DEFINITIONS		
4	Above Standard	Performance sometimes exceeds the set standards. This is a very high score and if recorded as an overall score might indicate that the employee is ready for new or expanded responsibilities.
3	Competent	Performance meets the set standards. This rating is the most common and reflects a competent level but allows some room for improvement and more consistent.
2	Needs Further Development	Performance needs more experience / development to meet the set standards. This rating often reflects a development need. It is still a positive score and a lot of people will be rated here.
1	Below Standard	Performance does not meet the set standard. A few people will rate a '1' in some criteria.
N/A	Not Applicable	This area is not applicable to the person under review

KEY PERFORMANCE OBJECTIVES

Record the Performance Objectives you agreed to last year **OR** that have formed the basis of your plans for this year.

NO.	KEY PERFORMANCE OBJECTIVES	RATING	ASSESSMENT COMMENTS
1		1 2 3 4	
2		1 2 3 4	
3		1 2 3 4	
4		1 2 3 4	

KEY DUTY 1
Human Resources Performance

	STANDARD	RATING	ASSESSMENT COMMENTS
1.1	Clinic Policy		
1.1.1	Rate the ability to develop and review clinic policies and procedures with Practice Partners, and other internal and external persons in all areas of practice.	1 2 3 4	
1.1.2	Rate the ability to complete and follow clinic project plan in policy development and implementation	1 2 3 4	
1.1.3	Rate the ability to ensure nursing staff comply with clinic policy.	1 2 3 4	
1.2	Supervisory/Management Routines		
1.2.1	Rate the ability to prepare fair rosters for vets and nurses well in advance.	1 2 3 4	
1.2.2	Rate the ability to change and adapt rostering to match changes in demand at a minimum of cost.	1 2 3 4	
1.2.3	Rate the ability to liaise with accounts to ensure match between rostered staff hours and hours worked.	1 2 3 4	
1.2.4	Rate the ability to communicate roster changes and staff leave that alters pay to Practice Partners.	1 2 3 4	
1.2.5	Rate the ability to ensure that any complications to the roster are resolved.	1 2 3 4	
1.2.6	Rate the ability to ensure that nursing staff are performing their duties as per job/shift descriptions & checklists.	1 2 3 4	
1.2.7	Rate the ability to organise and document staff meetings, ensuring all actions are listed and followed up as per timeframe.	1 2 3 4	
1.2.8	Rate the ability to organise and service a complaints resolution process in order that any problems are promptly resolved to customer or staff satisfaction.	1 2 3 4	
1.3	Leadership (in conjunction with Directors)		
1.3.1	Rate the ability to coach, counsel and support nursing staff, as required.	1 2 3 4	
1.3.2	Rate the ability to ensure staff are motivated.	1 2 3 4	
1.3.3	Rate the ability to work in alignment with hospital project plans, as devised with Directors.	1 2 3 4	
1.3.4	Rate the ability to monitor staff communications & report to Directors any potential conflicts between staff.	1 2 3 4	