

EXAMPLE
Social, Information and Health Component
APPENDIX 4 – WORKLOAD REPORT

Employee name: _____ Job Title: Family Maintenance Worker

Work Location: _____

Supervisor: _____ Excluded Manager: _____

Stage 1 – Verbal discussion with supervisor – 14 days to respond

Stage 2 – Problem description:

Unable to open Family Maintenance referrals and complete a maintenance assessment within the standard/expected Provincial timeline, unable to open and assess or review Family Maintenance files within the standard/expected timeline from the referral, unable to review the respondent's financial information within 10 days of it being received, unable to obtain and enroll Consent orders/agreements with FMEP within the standard/expected 3 months of the Notice of Assignment being sent, unable to start court action within the standard/expected two weeks from the respondent not replying to the Notice of Assignment, unable to complete the expected number of Transfer to Counsels within the standard/expected 30 days, unable to review the respondent's financial circumstances on an annual basis. Unable to review and action non urgent documents within the standard/expected 3 to 5 days and urgent documents within 24 hours, unable to return all phone calls within the standard/expected 24 hours. Unable to enrol orders with Family Maintenance Program within the expected 3 – 5 business days of order received. Unable to complete a Risk of Violence review annually when a risk has been identified. Unable to complete Notifications within the standard/expected week they are received. Unable to complete ICM notifications in a timely manner

What factors contribute to the problem?

- Workload size
- Inadequate equipment
- Absence of Staff (specify) - no backfill for temporary vacant positions
- Additional Functions Assigned to the Employee (specify)
- Training Required
- Other (specify)
- Unavailability of Supervisor
- Malfunctioning equipment
- Competing demands

Employee's signature: _____

Date: _____