

Supervision Policy (Example Only)

1. Introduction to Supervision

- 1.1 Supervision is a formal process in which the workload and performance of each member of staff in the Organisation is evaluated and reviewed so that the necessary learning, change and support can take place. This policy should be read in conjunction with the 360 degree Appraisal Policy
- 1.2 Supervision is an important vehicle for meeting standards, achieving organisational objectives and ensuring staff competence, morale and well being are maintained
- 1.3 All staff without exception need regular formal supervision, normally by their line manager to enable them to:
 - Be clear about their role, responsibilities and accountabilities
 - Understand and achieve aims and objectives
 - Be helped and supported appropriately to maximise their potential
- 1.4 Formal supervision does not replace the informal supervision and support that takes place on the job on a day to day basis. Supervision complements this informal support and the centre's 360 degree Appraisal processes.
- 1.5 For some staff, due to work patterns and service delivery considerations it may be necessary to arrange group supervisions. This will be discussed with staff members when they are inducted.
- 1.6 In special circumstances supervision with someone other than the line manager may need to take place, eg where specialist knowledge or experience is required, or in multi agency settings. In these circumstances supervision may take place with a designated officer of an appropriate discipline. This will be agreed with the member of staff at induction or in a supervision with the line manager
- 1.7 When conflict arises between supervisor and supervisee which cannot be resolved, the supervisor or the member of staff may raise the concern with the supervisor's line manager, within 10 working days of the supervisory meeting. Similarly, if individuals do not receive supervision they should discuss this with their line manager. If the situation remains unresolved for more than 10 working days, they should refer this to a more senior line manager.
- 1.8 Supervision should not be treated as a forum for dealing with disciplinary matters, although concerns about work, personal competence, conduct and support may be raised in supervision. Where it is anticipated that a more formal resolution is needed, the matter will be dealt with outside the supervision forum via the usual disciplinary or grievance procedures.

2. Content of Supervision Sessions

2.1 Work load/Priorities

- Agreeing priorities
- Help and support in current workplan and urgent targets
- General aspects of the workplan
- Identifying resources to accomplish tasks
- Reviewing achievements and setting goals/targets

2.2 Impact of work on individual

- Stress awareness and stress management
- Debriefing on significant events
- Opportunity to discuss feelings and well being
- Identifying personal support needs
- Discussing work/life balance

2.3 Development and Training Needs

- Highlighting areas in need of development in respect of current work or planned future work
- Identifying development and training opportunities which will meet these needs
- Looking at any other appropriate personal development issues or strategies

2.4 Exchange of information

- Establish channels of communication which allow for constructive two way feedback
- Passing on relevant information

2.5 Housekeeping

- Discussing leave/absence/sickness

3. Supervision methodology

3.1 Supervision should be carried out in a way that:

- Recognises people are individuals, the unique experience that they bring to their work and the impact their work has on them, particularly where their experience of work is affected by issues of race, gender, disability, health issues, family commitments and sexual orientation.
- Allows two way appraisal and monitoring of performance
- Clarifies accountability and areas of responsibility

4. Supervision Agreement

4.1 There will be a minimum agreement reached between both parties which commits them both to the practice and process of supervision

4.2 this will include:

- frequency – dependent on skills, experience and team requirements. Minimum once every six weeks
- duration – approx 1 hour
- notice (ie for change or cancellation).
- Confidentiality – where confidentiality cannot remain within supervision, agreement must be explicit as to limits
- Venue – ensure privacy and no interruptions
- Recording of agreement/actions (i.e who is to make the record, to be signed by both parties and accessible to both
- Content

4.3 A Supervision record sheet is included as Appendix 1

4.4 The details contained in this policy relate to minimum expectations for all staff at the Organisation

5. To aid good supervision.

5.1 Supervision assists in developing a positive culture in our Organisation and focuses on continuous improvement and consistent practice thereby ensuring that service users and clients receive a high quality service

5.2 Priority will be given to supervision by:

- Including an introduction to the supervision policy in all staff inductions
- Managing the workload of staff to ensure time is devoted to supervision and associated tasks
- Including in every job description expectations that staff will receive supervision and where appropriate to that post, provide supervision
- Monitoring and reviewing the implementation of this policy at all levels at regular intervals (once every three years is recommended).

**Waltham
Forest**