

POLICIES AND PROCEDURES

Staff and Volunteer Supervision Policy

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Cross Reference	Aspired Futures Staff Handbook

Purpose of this document

Aspired Futures (AF) recognises that supervision is an essential element of professional management and is the main tool for ensuring that a quality and safe service is provided to children/young people (CYP).

Details of Policy

Supervision provides the opportunity for each member of staff or volunteer to review progress over the past few weeks and set goals and targets for the next few weeks. It should not be regarded as some kind of interrogation. It is designed to make a positive contribution to the personal development of staff or volunteers and as an aid to effectiveness and job satisfaction. The content of supervision is confidential between the parties involved unless agreed otherwise.

It is important that staff or volunteers receive both managerial and non-managerial supervision. The focus areas are:

- Accountability - ensuring that standards of practice are set and maintained
- Support - providing appropriate support and regular feedback to staff
- Development - providing opportunities for staff or volunteers to enhance existing skills and develop within their role.

Purpose of Supervision

- To promote understanding between staff or volunteers and managers.
- To give employees an opportunity to take an objective view of their work.
- To review performance.
- To analyse any factors, this may be positively or adversely affecting performance.
- To identify development and training needs or other support that may be required.
- To discuss the programme of work including identifying work and personal objectives and targets.

Practical Arrangements

- The line manager will hold quarterly supervision reviews with staff to monitor their professional development and identify any training courses in order to further development.
- Volunteers are supervised more regularly but in a much less formal manner.
- Annual Appraisals will be held with each employee and volunteer and this will be followed by a 6 monthly review. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.
- New employees or volunteers will receive more regular supervision if needed.

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- AF holds regular Team and Development Meetings in which day to day issues can be identified and discussed.
- Supervision will be carried out by the relevant line manager.
- Arrangements for supervision will be made well in advance and given time priority.
- One to two hours will be allowed for the session. A quiet space/room will be arranged in advance.
- Preparation for the session by both parties will include reference to the employee's job description or volunteer's roles, the organisational strategic plan and any other departmental or regional plans. A copy of the previous session notes will also be pertinent.
- Prior to the session the line manager will liaise with colleagues to ask for any relevant feedback in regards to the staff member or volunteer.
- A standard agenda will be agreed and used as a template for structuring supervision sessions.
- Both the line manager and employee or volunteer will consider the different agenda areas to prepare for the supervision session.
- Any other issues will be added to the agenda prior to the start of the session.
- The line manager will take notes throughout the meeting, type them up immediately after the meeting and send them for validation and signing by the employee or volunteer.
- The agreed notes will then be signed and copies kept by both the line manager and employee/volunteer as an official record.
- Only members of the Senior Management Team will have access to these records.

All Staff and Volunteers are made aware that if they have any concerns for a CYP's safety or wellbeing they must make the Children and Young People Assessment and Inter-Agency Manager (Safeguarding Officer) or the Service and Volunteer Manager in their absence aware immediately, this must not wait until their next scheduled supervision session.