

## Supervision Policy & Guidance

This supervision policy requires staff to take time out regularly from the day-to-day demands of their jobs and reflect on their work. Staff supervision is intended to be supportive, constructive and challenging in order to increase the confidence and competence of staff and improve the quality of the services provided. Supervision is the formal mechanism by which those with leadership and management responsibilities meet staff members individually, develop positive working relationships and enable them to be more effective in their roles.

The Ark will offer other formal ways of supporting staff, such as staff induction, staff meetings, training and staff appraisals, as well as less formal ways in which staff members are supported in their work.

The purpose of staff supervision is to:

- establish and maintain a positive and co-operative working relationship between leaders and staff, built on trust, and respect
- To provide a reflective and safe space to address issues and dilemmas experienced by staff members in their work roles
- To ensure staff members are accountable for their work and take responsibility for maintaining and improving their skills and knowledge
- To promote critically reflective, competent and responsible practice
- To ensure staff are clear about their roles and responsibilities, and that their practice is consistent with The Ark's values, policies and procedures
- To ensure that tasks are carried out in an appropriate and efficient way
- To monitor progress in relation to appraisal objectives
- To enable staff to carry out their duties by providing support, information, feedback, guidance and instruction, as well as a model of working
- To identify and review personal development needs and activities for staff that relate to their roles and the needs of The Ark

### **Scope of the staff supervision policy**

Staff supervision is the formal mechanism by which The Ark leads, manages and communicates with its staff members and takes place in regular one-to-one meetings between a leader and a staff member. Other means of assisting staff members in their roles, such as peer support, training or external consultation, do not constitute formal supervision so need to feed into a formal staff supervision session.

The staff supervision policy applies to *all* staff members. Supervisors need to make appropriate arrangements for temporary staff, students and volunteers.

Staff supervision provides a formal record of the work of a staff member, and supervision notes are the confidential property of The Ark and may, in exceptional circumstances such as complaints against The Ark, disciplinary procedures or child protection proceedings, be accessed by directors or The Chairperson or local authority officials.

## **Responsibilities of supervisors**

Supervisors need to:

- Establish the importance of supervision with the staff member and how it will best be carried out in their working relationship. Include ways in which staff members have felt supported in the past and what they have found useful and not useful.
- Consult with each member of the team for which they are responsible to reach an agreement on the supervisory relationship. This needs to include the appropriate frequency of supervision sessions for each member of the team, taking into account the experience of the staff member and the nature of the work.
- Establish mechanisms to ensure that staff supervision agreements are adhered to. For example, regular checks on the logging of supervision and supervision records and adjustments to the workload for team leaders so they have time to supervise staff
- Avoid postponing supervision sessions. Where cancellation is unavoidable, it is the responsibility of the supervisor to arrange an alternative time as near as possible to the original time.
- Arrange a suitably private venue free from disturbances.
- Be prepared to challenge and to give and receive constructive feedback.

## **Responsibilities of supervisees**

Supervisees need to:

- Value the importance of supervision and contribute to an effective process.
- Prepare for, attend and actively contribute to supervision meetings.
- Act on decisions made in supervision.
- Be open to challenge and to receive and give constructive feedback.

Staff Supervision Standards

**Induction** – Within the first two weeks in post, all aspects of supervision will be discussed, agreed and recorded with a new staff member, and this will be recorded in a Supervision Agreement

**Frequency and duration** - will vary depending on the role of the supervisee and hours of work. All fulltime staff working with children or families need to take part in at least 4 supervision sessions over any 12-month period.

**Setting** – The venue will be mutually agreed, private and free from disturbances.

Recording individual supervision sessions –

- The supervisor will record the session using the supervision record form
- Safeguarding decisions will be clearly stated and will be recorded in the safeguarding file.
- The supervision record will be completed and printed at end of supervision

- The supervisee will check the notes upon receipt and discuss any amendments to the supervisor immediately.
- Both parties will formally agree the notes of the meeting, and sign.
- During every supervision meeting, it is essential that both the supervisor and supervisee make a note of decisions made and actions required, and these actions are formally agreed at the end of the meeting.

**Students** – Students will be supervised by their college tutor and by their line manager

**Volunteers** – Volunteers need to take part in regular, formal supervision

**Storage** – electronic and hard copy – The Ark’s Data Protection, Freedom of Information and Confidentiality Policy will be adhered to.

- The supervision records will be kept as a password-protected document in the Supervision folder on computer. Only Sarah McNab will know the password.
- Hard copies will be stored in confidential folders in a locked cupboard in the office.
- When an employee leaves The Ark, all supervision records will be kept for one year.

**Training** – Supervision training is essential for all those undertaking supervision. This training will include general supervision skills and detailed information for using standards and documentation. It is desirable for supervisees to attend supervision training.