



## **Supervision Policy**

### **Introduction**

Grace's Place recognises the need for regular and effective supervision of its staff [paid or unpaid]. This is to ensure the following:

- That individuals feel well supported and motivated in their work
- That quality services are delivered to service users
- That the organisation can function effectively

### **1. Purpose of Supervision**

This is an opportunity to review a staff member's work programme, to monitor their progress

and to review the direction of their work. Any gaps in skills and training needs can be identified

in order to enhance professional development. The staff member's achievements in their work are also identified and celebrated.

Supervision is a place where a member of staff can be challenged supportively and

constructively within mutually agreed and accepted boundaries. Issues relating to the workplace

and to working practices can be identified and discussed.

This is also an opportunity to show that the member of staff is a valued member of Grace's Place and it

offers a chance to ensure that their emotional well-being is considered and that their personal

development needs are being met. During the session, the member of staff will be able to

'offload' their concerns and these can be discussed in a supportive environment.

### **Purpose of Supervision:**

- Review of work programme
- A place to be challenged, supportively and constructively
- Issues related to the workplace are addressed
- A place to identify skills gaps and training needs – professional development
- People's experiences are valued
- Working practices are discussed
- Achievements are identified and celebrated
- Work progress is monitored and direction is reviewed
- Emotional well-being/work-life balance; a place for personal development
- Mutually agreed and acceptable boundaries
- A place to offload

Registered in England and Wales: 8040560

Grace's Place is registered at 5 Brookdale Avenue, Gawthorpe, Ossett WF5 9SE

Directors: Deon Bryan and Dave Jones - 07722568651

**Supervisee can expect from supervision:**

This is an opportunity for a staff member to review their current workload with their supervisor.

Future work is discussed and targets agreed upon.

The supervisor acknowledges the work that the staff member has carried out and offers praise

where appropriate. Support and guidance is offered where necessary. This is also a time when

the supervisor can challenge the supervisee and address actions and anticipated follow-up

relating to these.

Training needs are identified here and notes of the meeting are made by the supervisor and

copied to both parties. This serves as a record for the following meeting.

Supervision is a chance for a staff member to offload and also discuss personal things,

unrelated to work, if they so wish.

**Supervisee can expect from supervision:**

- A place where guidance is received
- To be challenged; a place to address actions and follow up
- That notes and records of the sessions are made and stored/copied
- An assessment of Training needs
- Support is offered
- That the supervisor has an understanding of the supervisee's work and workload
- Acknowledgement and praise is received
- Work is discussed and targets agreed
- A place where personal things (not work related) can be discussed; but this is optional
- A place to offload

**3. Practicalities**

• **Frequency and length:** as a minimum the following applies –

For full time workers 1.5 hours every 4-6 weeks

For part time workers one hour every 4-6 weeks

Any cancelled sessions should be re-booked for as soon as possible to maintain the regularity.

• **Location:** Supervision should take place in a private and uninterrupted space in the

working day (see Working Guidelines for Good Practice in the Guidance Notes, section

6, if this space is not available).

• **Recording supervision sessions:** It is the supervisee's responsibility to take notes and

make sure that the supervisor has a copy and that a copy goes on file. Both parties

(supervisor and supervisee) must agree and sign a final copy and supervision records

Registered in England and Wales: 8040560

Grace's Place is registered at 5 Brookdale Avenue, Gawthorpe, Ossett WF5 9SE

Directors: Deon Bryan and Dave Jones - 07722568651

will be kept in individual supervision files in a secure place (such as a locked filing cabinet). session. It is important that any agreed actions are given to a named (lead) person and that the supervisor ensures that actions are reviewed & agreements followed up (with negotiation around timescales & outcomes where necessary), in future sessions.

- **Access to supervision sessions:** should the postholder providing supervision to staff member(s) leave then the next person in post will be given access to 6 months of supervision notes

- **Access requirements:** will be resourced and met as needed

#### 4. Confidentiality

There will be three levels relating to the need to breach confidentiality within supervision as set out below. This is provided so that all individuals receiving supervision within their employment at Grace's Place are clear about what can and cannot remain confidential to supervision.

| Issue  | Level  |
|--|--|
| Behaviour or activities which bring the Organization into disrepute    | There is a duty as a line manager to Report /action via the organization's Board members and appropriate public authorities. |
| Harm to self and others<br>Illegal activity                            | Items may need to be reported via line management structures to the organisation's board members                             |
| Actions of Gross Misconduct  | The information given by the supervisee will have significant impact on the organisation (e.g. long term sickness)           |
| Activities where Child Protection and Vulnerable Adults Policies apply | Items may need to be reported through the line management structure and to the organisation's board members                  |
| Activities that may lead to disciplinary action being taken            |  |
| Actions relating to performance or capability                          |  |

Registered in England and Wales: 8040560

Grace's Place is registered at 5 Brookdale Avenue, Gawthorpe, Ossett WF5 9SE

Directors: Deon Bryan and Dave Jones - 07722568651

## **Starting Supervision:**

### **(i) Signing Contracts**

By the end of the third session it is expected that a supervision contract has been discussed by both parties signed and copied to file

### **(ii) Preparing for the Supervision session**

#### **Both parties should prepare effectively including:**

- Review previous notes and agreed actions – ongoing between sessions
- Hold preparatory discussions if needed, especially in the light of new information and developments
- Alert each other if there are new big agenda items
- Line managers to ensure next supervision date agreed and arranged.

## **6. Guidance notes**

### **a) Definition and Purpose of Supervision**

Supervision is a period of one-to-one protected and structured time that focuses on the supervisee's needs, the manager's requirements and for the purposes of organisational accountability.

Supervisor = the person giving supervision

Supervisee = the person receiving supervision

It is important to remember that many staff in the organisation are in both these roles at different times.

### **b) Sample Agenda**

Grace's Place recognises that each staff member engaged in supervision will have their own style and approach; however the following agenda is provided as a checklist to ensure that we are all covering core items:

- Welcome/informal opener
- Setting agenda – both to input
- General offload and information sharing
- Review notes & agreed actions from previous notes
- Current work programme, agreeing tasks etc; Information sharing
- Problem solving and finding solutions
- Recognise and celebrate achievements
- Training and Development Needs
- Job related resources and support needs
- Practicalities – leave, sickness, TOIL, date & time of next supervision
- AOB

### **c) Working Guidelines for Good Practice:**

#### **Creating the right Environment**

Registered in England and Wales: 8040560

Grace's Place is registered at 5 Brookdale Avenue, Gawthorpe, Ossett WF5 9SE

Directors: Deon Bryan and Dave Jones - 07722568651

- Regarding venue: be aware this is a professional relationship so that a private room booked well in advance is good practice; however if the space needs to be in a public place then ensure that the supervisee has input into the final decision.
- Ensure that refreshments are available.
- No phones or mobile phones around or on (unless in an agreed/notified personal emergency; these will be identified, expected, urgent, work-related calls).
- To ensure that supervision time is prioritised and not interrupted.
- Ensure that room layout and furniture creates a comfortable atmosphere for open communication.
- Put supervision times in the diary and inform other colleagues.
- Where possible, place a sign on the door where supervisions are taking place to avoid interruptions.
- Make sure that sessions start and finish at agreed times.
- Consider the time of day that sessions are held.