

Supervision Policy

1. Purpose

Inala Community House (ICH) recognises that staff are the most valuable resource. ICH also recognises that regular supervision is critical in ensuring all staff are well trained and highly supported.

ICH seeks to provide quality services which are consistent with legislation, service agreements, standards and which meet community needs and expectations. This is achieved through supporting and enabling staff to achieve this goal through access to appropriate and regular supervision.

2. Scope

This policy primarily applies to all employees however it may also apply at various times to volunteers, students, trainees and contractors. For the purposes of this policy, these persons shall be referred to as workers.

3. Definitions

Supervisor: Is a designated senior worker, manager or other appropriate party (either internal or external).

4. Policy

Supervision is a regular meeting between the designated supervisor and supervisee in order to meet organisational, professional and personal objectives. Supervision forms a key part of individual performance management and critical reflection of practice.

Supervision provides a safe environment for critical reflection, challenge and professional support that operates alongside the appraisal process. It includes time for reflection on practice issues and helps the worker and their managers do their jobs more effectively.

The goal of supervision is to:

- Identify professional development needs or opportunities
- Provide feedback
- Identify any performance or behavioural issues
- Identify any barriers which are hindering job performance
- Monitor workers wellbeing

4.1 Types of Supervision

Supervision can be achieved in multiple settings, this includes formal, informal and group supervision. Formal supervision is critical and cannot be replaced by either informal or group

supervision. A combination of these settings is best practice. Different types of supervision are characterised by:

- Formal supervision:
 - includes regular, planned, private and one on one meetings between every staff member and their supervisor
 - these meetings focus on the individual, their performance, development and any issues that generally do not arise on a daily basis
 - these meetings have agendas and decisions are recorded and can include team meetings
- Informal supervision:
 - includes informal or ad-hoc discussions and decisions about daily work issues, problems or updates to policies and procedures
 - this may include team meetings.
- Group supervision:
 - involves a team-based approach which promotes group problem solving and support

4.2 Frequency of Supervision

The frequency of formal supervision is determined by the staff member and the supervisor, based on the individual circumstances. At minimum this shall be every 3 months for all staff or every 2 months for probationary workers. More frequent supervision may occur where necessary.

4.3 Roles and Responsibilities

Workers are responsible for:

- Attending all supervision sessions
- Using sessions positively and preparing for and contributing to the sessions.
- Implementing any agreed actions
- Taking responsibility for their own continuous professional development (CPD)
- Identifying how they have used training and development opportunities
- Identifying their learning needs and proposing ideas about how these will be met
- Demonstrating their professional capability in accordance with their position

Supervisors are responsible for:

- Ensuring that formal supervision takes place for all workers whom they have responsibility
- Ensuring that supervision is documented. It is also best practice but not mandatory that supervisors provide workers a copy of supervision records
- Accurately reporting on supervision within monthly Board reports

4.4 Effective Supervision

Supervisors and workers will ensure that reflective discussions and decisions in supervision focus on the following areas:

- Demonstrating line management and organisational accountability
- Caseload and workload management

- Identification of further personal learning, career and development opportunities

4.5 Documentation and Storage

A record of each supervision session should be documented and kept in a secure arrangement. Supervision records are private but not confidential, as such these may be discussed with both internal and external people where necessary.

5. Review

This policy shall be reviewed every 3 years.

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

6. Related Documents

Policies

ICH Performance Management Policy
ICH Performance Counselling and Discipline Policy
ICH Workplace Health and Safety Policy
ICH Psychological Health Policy

Forms

ICH Supervision Forms (may vary based upon Service requirements)