



STaSS Supervision Policy and Agreement MAY 2015

STaSS provides professional supervision and consultation for all staff, students and volunteers by appropriately qualified and experienced staff/supervisors. Moreover it is good practice under current social care policies and legislation for staff to receive the support and guidance to fulfil their roles and provide a high quality service to clients through regular supervision.

All staff will have access to and be required to attend regular supervision sessions. These sessions should be seen as a process rather than an event; as integral to the operation of the organisation, relating to work practices; as mobilising resources and meeting service objectives. An agreement will be made between supervisor and supervisee, which clarify expectations that will be continuously reviewed to check if still appropriate.

Styles of Supervision

There are different styles of supervisions and STaSS recognises these and it can add to the diversity and creativity of the practice: -

1. One to one sessions
2. Group sessions
3. Consultation from a specialist on a particular piece of work
4. Team supervision
5. Peer supervision
6. Virtual supervision via internet (Skype) or telephone

Supervision Should

1. Be recorded using the correct template.
2. Be easily measured using STaSS' outcomes measuring tools
3. Ensure management accountability including allocation of work and setting and agreeing priorities and targets within agreed timescales.
4. Encourage members of staff to manage their workload considering time management, priorities and an opportunity for staff to put their job into perspective within the organisation.
5. Offer professional consultation opportunities to enable staff to reflect critically on their work; include advice on aspects of the task as performed in the local setting.
6. Provide access to advice and consultation from persons other than the supervisor.
7. Acknowledge the member of staff's personal circumstances and the effect of the job on her/him given individual strengths and development areas.
8. Address professional development and training needs analysis of staff, paying particular attention to diversity issues.
9. Be received by the supervisor plus training in supervisory skills.
10. Be a two way participative process where discussions should be planned and prepared for in advance.
11. Be written, distributed, signed and filed within 14 days in the appropriate method.
12. Time bounded (with a start and end time noted, usually 1.5 hours).

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What is required from the Supervisor

- Emotional and practical support
- Regular planned supervision sessions
- Uninterrupted time
- Objectivity
- Ideas, creativity and Imagination
- Workload management
- Sharing the dynamics of cases
- Affirmation (recognition and validation of self)
- Constructive criticism and encouragement
- Confidentiality
- Feeling safe to acknowledge mistakes and identify how to learn from them
- Clear thinking and critical evaluation of goals
- Help with planning and reviewing of workload
- Interest in my professional development and training needs
- Sense of humour and warmth - balance
- Punctuality
- An agenda/structure
- Transparency, openness and trust

Contributions to Supervision

Both supervisor and supervisee should be prepared and willing to contribute to the supervision. Information must also be passed on within supervision sessions.

Practical Arrangements

Sessions will begin punctually, and interruptions will only be permitted in urgent, exceptional circumstances. Frequent lateness/cancellations/interruptions caused by either party will be a matter for discussion if they occur. Supervision will be regarded as a priority commitment. Supervision will be on a regular basis (monthly for full time staff and pro rata for part-time staff). For newly appointed staff members, the frequency will be increased to fortnightly for the initial three months of the appointments; however, priority should be made if this needs to be adjusted. Dates and length of the meeting will be arranged in advance (usually 1.5hours on average). Electronic and/or paper documents should be made available and reviewed during the supervision. Supervisor and supervisee will each bring their own agenda to the supervision session and a joint agenda agreed at the outset. Both supervisor and supervisee will also reach agreement about boundaries for decision-making - whether (and what) decisions can be made by the worker or supervisor or the supervisor's manager. Agreement should be made as to the process/methods to be used in supervision sessions, e.g. retrospective discussion, forward planning, problem sharing and simulation.

Evaluation of Supervision

Agreements between supervisor and supervisee should be framed in a way that facilitates evaluation and this provides a good opportunity for self-assessment. Objectives will be specific and relate to agreed areas to be worked on in supervision. The evaluation process should be a joint exercise between supervisor and supervisee and can be used as a framework for staff appraisal. Evaluation will also include review of the supervision process. It may sometimes be useful to involve a third party in the evaluation process. This could be the supervisor's line manager. This can be particularly useful as a means of addressing any disagreement or dissatisfaction arising within supervision. Formal measures e.g. grievance or disciplinary procedures are not part of the supervision process but obviously are available where necessary.

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Structure of Supervision

Staff have regular supervision of a good quality in order to be clear what their tasks, and to maintain the high standards of service which STaSS wishes to accomplish. Supervision is a formal process in which the workload and performance of each member of staff is constructively evaluated and reviewed, so that, where necessary, learning and change can take place. All supervision meetings will be booked at an agreed time and wherever possible in advance.

The meetings will be arranged to avoid disturbance. They will start and end on time and last at least one and a half hours. Each meeting will have an agenda, which could include current matters, case or work plans, identification of the supervisee's training needs, and aspects of the supervisee's work programme, as well as matters of concern by either the supervisor or the supervisee.

Below is a copy of STaSS' supervision agreement, which all staff, students and volunteers must read, discuss during team meetings or with your supervisor to understand before signing a copy for your file.

Staff Supervision Agreement

Supervisee:

Supervisor:

Post:

Post:

Supervision will be held at regular intervals and the purpose of supervision as stated above will include the following areas:-

1. To assist in the worker's professional development.
2. To be a primary source of support for the worker.
3. To provide regular and constructive feedback.
4. To enable the worker to perform to the standards specified by the organisation.
5. To ensure that the worker is clear about his/her roles and Responsibilities within the organisation
6. To ensure accountability for the work undertaken by the worker.

Arrangements agreed for supervision

Frequency: Frequency of supervision will be based on the number of hours worked i.e. full time staff (37hours per week) will have supervision once a month.

Length: An average length of supervision will be 1.5 hours per session

Location

Meetings will normally be held in a private room/office away from your working environment. It is the manager's/supervisor's responsibility to locate and book a suitable room for the duration of the session.

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Recording of Supervision

The supervisor is responsible for recording supervision meetings however, staff, students and volunteers who wish to practice their skills in report writing or notes taking can take in turns with their supervisor to record supervision notes. The supervision notes should reflect the nature of discussions at the meeting and must contain all action points. Please note, the supervision notes is not recorded verbatim but a summary of discussions and action points.

In some situations there will be group supervision for specific group of staff, i.e. students or the support team, in such situations individual staff must record their supervision notes. Notes and agendas of supervision meetings will be prepared electronically, circulated via cc Mail and kept filed in each individual's personal folder.

Content and focus of supervision will be based on:

1. Agreeing the agenda
2. Reviewing work via discussion, reports, observation
3. Agreeing and monitoring action plans.
4. Development of skills, knowledge and value base by reflecting on performance
5. Identifying developmental needs, interests, goals and action plans
6. Providing space for reflection more generally on experience of, and feelings about the work
7. To provide evidence for the students to meet the PCF

Confidentiality

The content of supervision meetings will be confidential between the two people (or group of people in group supervision instances) concerned, except where either person needs to speak to the supervisor's manager (in which case the other person will be advised of this).

Equalities and Diversity

We recognise that discrimination against people, on grounds of race, gender, disability, age, sexual orientation, religion or belief and for other reasons, can exist in overt and covert and unintentional forms. We agree that anti-discriminatory practice should be promoted through the supervision process, by addressing issues of diversity and equality positively, openly and with sensitivity.

Content of supervision sessions:

1. Notes of previous meeting and any matters arising
2. Discussion on current workload
3. Discussion on linking theory to practice & PCF Domains (SSW only)

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4. Annual leave, TOIL and other Admin issues
5. Future work plans

6. Personal Development and Training
7. Any other business

This policy has been explained to me and I have also read and understood its content. I promise to abide by it during my engagement with STaSS.

Name:

Signed:

Date:

We will welcome any comments on this policy so please feel free to comment below, on the above policy and how we can make it better.

Policy Review

The Director and Board of Trustees are responsible for reviewing this policy annually and ensuring that it is compliant with current legislation and good practice.

REVIEWED MAY 2015, NEXT SCHEDULED REVIEW MAY 2016

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