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| A close up of a logo  Description automatically generated | **[Supervision Policy and Procedure]** |
| [Template] |

**This example is intended for guidance purposes and should be adapted to suit your particular organisation.**

**Introduction**

Effective supervision and appraisal are fundamental to the delivery of high quality services and form an important part of [NAME OF ORGANISATION] performance management process. Performance management involves setting out the expected standards of performance and managing, supporting and developing staff to achieve in their work.

[NAME OF ORGANISATION] is committed to ensuring that all staff receive regular and effective one-to-one supervision sessions, to monitor the progress and quality of work and provide support and encouragement for staff so they can carry out their duties successfully.

[NAME OF ORGANISATION] wants its staff to have opportunities to receive regular feedback on their work.

This policy sets out the purpose and importance of supervision at [NAME OF ORGANISATION]

**Benefits of Good Supervision**

[NAME OF ORGANISATION] believes in creating an environment where staff can provide excellent services for all our beneficiaries. Regular supervision assists with this, and benefits staff by:

* Offering clarity of the purpose of their job role
* Giving time to reflect on work
* Encouraging a feeling of being valued and supported
* Enabling a motivating environment

**Responsibility**

It is the responsibility of the designated manager to ensure that supervision is provided for all their staff. Both parties have responsibility to ensure effective supervision takes place. This includes contributing to the agenda, preparing for the session and agreeing who is responsible for the follow-up actions.

**The Purpose of Supervision**

Regular supervision provides an occasion for staff to meet with their line manager on a one to one basis. Supervision is an opportunity to review a staff member’s work, to monitor their progress, to review the direction of their work and to plan future activities. During supervision gaps in skill, and training and development needs can be identified.

The purpose of supervision is to focus on three aspects: Work performance, support and learning and development.

Work Performance

During supervision we:

* Take the opportunity to review progress against the job description and objectives and plan future activities
* Provide constructive feedback on performance and achievements
* Challenge supportively and constructively
* Review workload
* Take the opportunity to review support or training and development needs
* Address issues, provide support and problem solve
* Celebrate achievements

Staff Support

* Identify any areas for improvement with an action plan
* Approve timesheets, annual leave or other planned absences
* Give time to discuss personal circumstances which may be affecting job performance
* Deal promptly and effectively with issues of poor performance
* Consider emotional well-being/work-life balance

Learning and Development

* Review learning and development and how it’s being applied in the workplace
* Check understanding and application of policies and procedures.

**What Can Staff Expect from Supervision**

* Understanding from the supervisor of their work and workload
* Discussion around work and agreed targets
* Support, constructive feedback and guidance
* A place to address issues and plan ahead
* A note of the sessions
* An assessment of their training needs
* Acknowledgement and praise
* A place to offload

**Frequency**

Supervision sessions are conducted on a 1 to 1 basis and will take place every [00] weeks. This can be varied by agreement by both parties depending on the nature of the job, however we would expect all staff have a minimum of [00] supervision sessions per year.

**Record Keeping and Confidentiality**

The exception to the rule of confidentiality is detailed below and in the Supervision Agreement in [Appendix 1](#Appendix1). A record of the content of each session will be noted by the designated manager on the Supervision form shown in [Appendix 2](#Appendix2). The notes should be read (and signed) by both parties, (as a true and accurate record of the session.)

A copy will be retained by both parties and will remain confidential *unless* information is disclosed such as safeguarding information, abuse of [NAME OF ORGANISATION] policies, or a disciplinary or grievance issue. It then becomes the responsibility of the designated manager to notify the staff that this information will be referred to a more senior manager or trustee in line with the relevant policy and procedures.

Records will be kept by each supervisor. A summary action sheet, with agreed timescales, will be completed during or immediately after each session. It is important that any agreed actions are monitored and followed up in subsequent sessions.

**Supervision Agreement**

Our Supervision Session Agreement is detailed at [Appendix 1](#Appendix1) and should be signed by both parties before a supervision arrangement commences. The agreement will be formally reviewed annually (one year after the date it is signed).

**Appendix 1**

**Supervision Agreement**

This agreement is between:

**Line Manager / Supervisor**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

and  
**Supervisee**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Both parties agree to:**

**Frequency:**

Supervision sessions will be organised at the beginning of the year and take place every \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (A minimum of \_\_\_\_\_\_\_\_ sessions per year must be held) If a supervision session is not held/attended another will be organised within 1 week.

**Preparation:**

It is expected that both the Manager and the Supervisee will prepare in advance for supervision. The Manager will make notes of the session on the supervision session record. Supervision records will be stored securely in the staff personnel file either electronically or a paper record.

**Confidentiality:**

A copy of the record will be retained by both parties and will remain confidential *unless* information is disclosed such as safeguarding information, abuse of \_\_\_\_\_\_\_\_\_\_\_\_\_ policies, or a disciplinary or grievance issue. It then becomes the responsibility of the designated manager to notify staff member that this information will be referred to a more senior manager or trustee in line with the relevant policy and procedures.

**Signed:**

Supervisee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Your supervision agreement will be reviewed one year after the date on which it is signed*

**Appendix 2**

**Supervision Form**

|  |  |
| --- | --- |
| **Name of Supervisee** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Job Title** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Name of Supervisor** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Date of Meeting** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Work Objectives and Performance**

|  |  |  |  |
| --- | --- | --- | --- |
| **Work Objective** | **Progress Report** | **Action Required (and by who)** | **When** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**HR matters e.g. annual leave, TOIL, etc.**

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| --- |
|  |

**Learning and Development Feedback**

|  |  |  |
| --- | --- | --- |
| **Date** | **Training Attended** | **Learning Points and Implementation** |
|  |  |  |
|  |  |  |
|  |  |  |

**Learning and Development Feedback**

|  |  |
| --- | --- |
| **Signature of Supervisee** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Comments from Supervisee** | |
|  | |
|  | |
| **Signature of Supervisor** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Comments from Supervisor** | |
|  | |

**This is a template document, please amend and use as appropriate,**

**we suggest that you set up with your own logo and branding.**

The information provided in this sheet is intended for guidance only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

**Disclaimer**



Third Sector Support Wales is a network of support organisations for the whole of the third sector in Wales.

It consists of the 19 local and regional support bodies across Wales, the County Voluntary Councils (CVCs) and the national support body, Wales Council for Voluntary Action (WCVA).

For further information contact

<https://thirdsectorsupport.wales/contact/>