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| A close up of a logo  Description automatically generated | **[Model Supervision Guidelines]** |
| [Template] |

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

Supervision meetings may not be appropriate for all forms of volunteer involvement. They do, however, ensure regular opportunity for a two-way conversation. They give the opportunity for a volunteer or supervisor to raise issues which may be personal and confidential. They ensure a common understanding of what is expected and what is happening. It is an important way of valuing the contribution made by volunteers and for strengthening the structures which ensure volunteers feel connected with the organisation.

Research via the [Time Well Spent survey](https://www.ncvo.org.uk/policy-and-research/volunteering-policy/research/time-well-spent) identified the need for volunteers to feel that they are being listened to, that the organisation is trying to address their needs and is committed to exploring different options where necessary. Supervision offers that opportunity to check in with volunteers to be assured all is going well and to address issues swiftly where they emerge.

The purpose of the volunteer supervision is:

* To provide a regular space for reflection and conversation about the volunteer’s role.
* To reinforce ethos, policy and practice within the organisation.
* To exchange information and feedback relevant to the role.
* To raise any personal issues or concerns.
* To check out whether the volunteer has particular aspirations/goals related to their volunteering, and how these can be achieved.
* To provide support and affirmation for volunteers.
* To ensure that the organisation operates to the best possible standards.

**Supervision Agreement Template**

**As a supervisor I agree to:**

* Set aside dedicated time for one to one supervision, [YOU MAY WANT TO ADD THE EXPECTED FREQUENCY WHICH IS REALISTIC AND RELEVANT TO THE ROLE]
* Arrange a suitable environment to meet, minimising interruptions.
* Be honest, clear, supportive and flexible as far as possible.
* Treat personal aspects of the conversation confidently.
* Keep a brief written record of the session and provide a copy for the volunteer.

**As a volunteer I agree to:**

* Attend supervision sessions, [YOU MAY WANT TO ADD THE EXPECTED FREQUENCY WHICH IS REALISTIC AND RELEVANT TO THE ROLE]
* Raise any issues or concerns at the earliest opportunity.
* Respect the limits and boundaries which affect my volunteer role.

**Example Supervision Questions**

* How are things going?
* What has gone well?
* Anything you are especially pleased about or that you have enjoyed?
* Is there anything you are unsure about or that causes you concern?
* How well are we meeting your needs?
* Do you feel that you are doing too much/too little?
* Are there other roles/activities you would like to try?
* Is there training or additional support that would help you?
* How are you getting on with others in the team/with service users?
* Do you have suggestions as to how things could be done better or differently?
* What can I do to help you further?
* Are there any actions for us to agree, for review next time?

The information in this document is for information 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.

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

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

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**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/>