

Supervision Policy

Introduction

Dyslexia Cornwall 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

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 Dyslexia Cornwall 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

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:

The following applies –

- For full time workers 1.5 hours every 4-8 weeks
- For part time workers one hour every 4-8 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.

Recording supervision sessions:

It is the supervisor's responsibility to take notes and make sure that the supervisee 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 will be kept in individual supervision files in a secure place (such as a locked filing cabinet). After 6 months, supervision notes are archived and held in personnel files for 6 years. Records are made in a manner that works for each supervisor, however a summary action sheet will be completed during or immediately after each 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).

Access to supervision sessions:

Should the post holder 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:

Access requirements will be resourced and met as needed

Confidentiality

There will be some instances where there is a need to breach confidentiality within supervision as set out below. This is provided so that all individuals receiving supervision within their employment at Dyslexia Cornwall are clear about what can and cannot remain confidential to supervision.

Issue	Level
Behaviour or activities which bring the organisation into disrepute Harm to self and others Illegal activity (depending on currency and severity) Actions of Gross Misconduct Activities where Child Protection and Vulnerable Adults Policies apply	There is a duty as a line manager to report/action via the organisation's board members responsible for personnel, and appropriate public authorities.

<p>Activities that may lead to disciplinary action being taken</p> <p>Actions relating to performance or capability</p>	<p>Items may need to be reported via line management structures to the organisation's board members responsible for personnel</p>
<p>The information given by the supervisee will have significant impact on the organisation (e.g. long term sickness)</p>	<p>Items may need to be reported through the line management structure and to the organisation's board members responsible for personnel</p>

Starting Supervision:

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.

Guidance notes

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.

Sample Agenda

Dyslexia Cornwall 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:

- a) Welcome/informal opener
- b) Setting agenda – both to input
- c) General offload and information sharing
- d) Notes of previous meeting
- e) Review of work since previous meeting
- f) Current work and workload
 - a. Problem solving and finding solutions
 - b. Recognise and celebrate achievements
- g) Attendance leave (eg: sickness, annual leave and TOIL)
- h) Future work plans
- i) Training and Development Needs
- j) Health and Safety
- k) Safeguarding
- l) Any other business and date of next meeting

Working Guidelines for Good Practice:

Creating the right Environment

- Be aware this is a professional relationship so that a private room is good practice.
- Ensure that refreshments are available.
- 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.

Monitoring and review

The Board of Trustees, will regularly review the operation of this policy.

This policy has been approved and authorised by the Trustees of Dyslexia Cornwall.

Signed:



Name: Barbara Hewett-Silk

Position: Chairperson

Date: 4th May 2018

Next review due: May 2019

STAFF SUPERVISION AGREEMENT

Employee: <<INSERT NAME>> Supervisor: <<INSERT NAME>>

Post: <<INSERT JOB TITLE>> Post: <<INSERT JOB TITLE>>

1. Period of agreement

From: <<INSERT DATE>> To: <<INSERT DATE>>

2. Arrangements for meetings

Supervision meetings should be held at least every 2 months, taking into consideration individual need. Supervision frequency will be made in agreement with employee and supervisor.

The dates of meetings will be the 4th Thursday every other month.

Each meeting will last for approximately: 60 – 90 minutes

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.

3. Recording meetings

The supervisor is responsible for recording supervision meetings. The notes should reflect the nature of discussions at the meeting and contain all action points.

A copy of the notes will be provided to the employee within 5 working days of the meeting.

4. Confidentiality

The content of supervision meetings will be confidential to the two people concerned, except where either person needs to speak to the supervisor's line manager (in which case the other person will be advised of this); it is agreed that certain information will be shared with others (e.g. about training needs or matters which affect other people); the supervisor's line manager needs to check supervision records for monitoring purposes.

If either person is unclear about the boundaries of confidentiality on a particular issue, this will be discussed at the time the issue arises.

5. Equalities

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, 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.

6. Content of meetings

Regular items for supervision meetings will be:

- Notes of previous meeting
- Review of work since previous meeting
- Current work and workload
- Attendance
- Future work plans
- Training and development
- Health and Safety
- Safeguarding
- Any other business

The employee will be responsible for advising the supervisor in advance of any items he/she wishes to discuss at the meeting, under any of these headings, for inclusion on the agenda. The supervisor will prepare the agenda and send it to the employee at least one day ahead of each supervision meeting.

7. Performance and Development Review

A Performance and Development Review meeting will be held twice a year.

The dates of the Appraisals will be <<INSERT DATE>> and <<INSERT DATE>>

The Appraisal meeting will be conducted in accordance with the principles set out in the company policy.

Signed: <<Employees Signature>> Signed: <<Line Managers Signature>>

Date: <<INSERT DATE>> Date: <<INSERT DATE>>

APPENDIX 2: Example Template for Recording Supervision Sessions

SUPERVISION NOTES

Employee: <<INSERT NAME>> Line Manager: <<INSERT NAME>>
 Post: <<INSERT JOB TITLE>> Post: <<INSERT JOB TITLE>>
 Date: <<INSERT DATE>>

ITEMS DISCUSSED	ACTIONS AGREED – BY WHOM AND WHEN
Notes of previous meeting	
Review of work since previous meeting	
Current work and workload	
Attendance	
Future work plans	
Training and development	
Health and Safety	
Safeguarding	
Any other business	
Signed: <<Employees Signature>>	Date: <<Insert Date>>
Signed: <<Line Managers Signature>>	Date: <<Insert Date>>