

# **POLICY & PROCEDURE – SUPPORT AND SUPERVISION**

**PURPOSE:**

To set out the approach of Phoenix Youth Provision in relation to the support and supervision of staff

**RELATED POLICIES & PROCEDURES:**

- Induction, Training and Development
- Staff Appraisal
- Protection from abuse

## **INTRODUCTION**

This document contains a policy statement (Part One) and procedural guidance (Part Two). The functions of each are set out briefly below.

**Part One – Policy Statement.** The policy statement sets out the broad framework of principles within which the particular area of work will be carried out. It sets out the organisation's broad style and approach to the issue, including any aims and guiding principles.

**Part Two – Procedural Guidance.** The procedural guidance sets out the detail staff require to carry out their duties in this particular area of work. It also sets out the specific tasks involved in undertaking this area of work and identifies who is responsible for carrying them out.

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## **PART ONE – POLICY STATEMENT**

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### **AIMS AND PRINCIPLES**

1. PYP is committed to providing a robust framework of support and supervision for staff so that they have a regular opportunity to review, plan and account for their work while being given guidance and support. The aims of this are to:
  - safeguard the quality of services
  - provide staff with the assistance they need to perform at their best
  - safeguard young people

2. All paid staff will receive regular supervision sessions, the purpose of which is to ensure that they:
  - Fully understand their role and remit within PYP
  - Are clear about what is expected from them in terms of performance, including any specific targets set
  - Feel supported and valued in carrying out their duties and responsibilities
  - Are able to discuss and plan their work and any concerns that may arise as a result of their work.
3. In addition, staff meetings will be used to ensure that work is progressing and that all staff members receive the support they need from each other.

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## **PART TWO: PROCEDURAL GUIDANCE ON SUPPORT AND SUPERVISION**

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### **CONDUCTING SUPERVISION AND APPRAISAL SESSIONS**

1. Staff will receive bi-monthly supervision sessions with an appointed person (the supervisor) in a private space where interruptions can be avoided (emergencies excepted).
2. The supervision form attached in Appendix One
3. Where the staff member raises difficulties or issues of concern to them in their work, the role of the supervisor will be to:
  - Listen to the employee and help to define the issues
  - Clarify the employee's professional boundaries
  - Clarify PYPs expectations of the employee
  - Agree appropriate action
4. The supervision process should be a two-way active process that is of mutual benefit to both the supervisor and the staff member. The following guidelines should therefore be borne in mind:
  - Participate fully in the meeting and use this time to full effect to cover all of the areas listed on the format at Appendix One.
  - Listen actively to what is being said - if you are unsure of anything, seek clarification. Reflect back what is being said to check any points you are still unsure of.
  - Avoid interrupting unless either party is becoming entangled in their explanations or suggestions or unless the conversation is becoming unconstructive and needs to be brought back into line.
  - Take care not to impose your own prejudices and beliefs on the meeting. Remember it is a two-way discussion and it is important to agree actions that both parties can support wherever possible.
  - Be constructive, especially where it may be necessary to criticise an employee's performance. The aim is to support the person and assist their learning, not to demotivate them.

- It is equally important to identify and recognise the strengths of an individual and to praise and congratulate good performance.
  - Forward planning is an important element of either supervision or appraisal. Goal setting should be a mutually agreed process and one that results in challenging but realistic goals.
  - Following the session, reflect on what was discussed and agreed and how this will be achieved. Use the notes of the session as a guide for action between sessions. If there is any serious disagreement as to the content of the supervision notes discuss these immediately.
  - Maintain confidentiality. Notes and other information from supervision sessions will not normally be disclosed or discussed with others. The exceptions to this include where there is a concern about the employee's performance and capability action is being considered, or disciplinary action is being considered.
5. Following the supervision session, the staff member will sign the form to confirm the notes reflect what has been discussed.
  6. Where there is cause for concern about the employee's performance or behaviour, the supervisor must ensure that all expectations of that member of staff are clearly conveyed verbally and in writing in the notes of the supervision session. The supervisor will need to advise the member of staff that the supervision notes could be used as evidence in capability or disciplinary proceedings, should there be serious or persistent problems with performance or behaviour.
  7. Supervision sessions should follow the format that is attached at Appendix One.
  8. In addition, staff meetings will be used to ensure that work is progressing as it should and that all staff have the support they need from each other. Therefore, all staff members will be responsible for:
    - Raising issues at team meetings for which they require support and/or co-operation.
    - Communicating effectively with other members of their team to ensure that they are making their needs known.

## APPENDIX ONE

### Regular Supervision Form

Supervisee name:

Supervisor name:

Date:

1. Actions from previous meeting

Any safeguarding concerns

2. You – leave, sickness, hours, time management

3. Current key projects/tasks/priorities

4. Current issues/challenges

5. Training
6. Any other issues
7. Celebrating achievements

We agree the notes above constitute an accurate reflection of what was discussed in the meeting

Signed:

Supervisee:

Supervisor: