



SUPPORT AND SUPERVISION POLICY

INTRODUCTION

Pillar Kincardine believes that people are its most valuable resource; that staff should be provided with the supervision and support they need to carry out their job; and that effective supervision is the right of every employee. Pillar Kincardine is committed to the personal development of all team members. Review of, and feedback on, performance are essential to enable all individuals involved in the organisation to fulfil their potential. Pillar Kincardine adopts a Supervision and Appraisal system that is robust yet flexible enough to meet individual needs and to inform the organisations strategic plan..

PURPOSE AND AIMS

Supervision will reflect the values, vision and inclusive philosophy of our organisation and will provide an opportunity for supervisor and supervisee to identify development needs. The Pillar Kincardine Supervision process will aim to:

- Be a person centred process.
- Provide a regular protected time for staff with the Service Manager.
- Be used as an empowering tool that contributes to positive working conditions in which the work of staff and volunteers is valued.
- Be considered as highly important and will be portrayed to all staff and volunteers, giving them a clear understanding of the process, its benefits and its implications.
- Promote good practice and reflective learning amongst all staff.
- Be framed within a learning and supportive environment.
- Encourage personal development and personal responsibility for active learning.
- Identify individual training needs, evaluate training being undertaken and check progress against training plans.
- Be seen in the context of personal development and strategic planning - setting goals, targets and objectives for the employee, the volunteer and the organisation.
- Actively encourage staff and volunteers to use this time to raise any concerns they have about their own performance or any other organisational issues.
- Provide staff with an opportunity to provide feedback to the Service Manager on his/her performance.
- Provide an opportunity for upward feedback.

- Offer opportunities for discussion of day to day work issues.
- Ensure that work is performed to an acceptable standard and that staff members comply with Pillar Kincardine policies and procedures.
- Recognise Service User interests and preferences, and include them in all aspects of service delivery.
- Encourage flexibility and creativity within the limited resources available so that Service Users are provided with the best possible service.
- Involve staff in the decision making process through consultation and sharing ideas.

Supervision is a participative activity between supervisor and supervisee and should be regular, structured, planned and recorded. Supervision sessions will be based on:

- Mutual respect
- Active listening
- Adequate preparation
- Setting clear standards, priorities, timescales and targets; and examining results and outcomes
- Mutual preparedness to accept constructive criticism
- Mutual willingness to recognise achievement

Policy and Practice

- All staff and volunteers will receive supervision on an individual basis irrespective of their position and irrespective of whether they work part time or in a temporary capacity.
- Project workers, relief staff and administrators will be supervised by the Service Manager; the Service Manager will be supervised by a suitably qualified individual appointed by the Board of Directors.
- Supervision meetings will take place at least six times a year, with discussions recorded. They will be scheduled in advance, with adequate lead time, so that both supervisee and supervisor can properly prepare.
- Cancelled supervision sessions must be promptly rescheduled. The Chair of the Pillar Kincardine Board of Directors will be responsible for ensuring that alternate supervisory arrangements are made if the supervisor is absent from work for four weeks or more.
- In addition to support and supervision sessions, regular team meetings will be held, at least monthly, where practice issues can be discussed, information shared, and support gained from the Service Manager and colleagues . Staff will be encouraged to use each other for ad-hoc peer support.
- All Pillar Kincardine staff will have one supervision session annually that forms the appraisal. *

* Please refer to Pillar Kincardine's Appraisal Policy and Procedure