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| Youth Cymru Logo JPEG | **Supervision Policy** |

**1. Statement of Purpose**

1.1 Youth Cymru is committed to ensuring that every member of staff receives effective supervision on a regular basis. The purpose of this policy is to promote a consistent approach to staff supervision throughout Youth Cymru’s projects programmes and activity and to ensure that individual management and supervision of staff is geared to achieving the organisations aims and objectives. In so doing to it will enhance the quality of staff performance to improve provision and be the primary mechanism by which the personal impact on staff of their work is addressed.

1.2 This policy is designed to promote a consistent approach to staff supervision by setting out the responsibilities of staff and managers, the issues to be covered, and the appropriate recording process.

1.3 The quality of Youth Cymru provision can be defined as the extent to which it meets the needs of those who use its services. Staff skills, motivation and relationships with Young people, member organisations parents/carers and partners are key elements in determining quality of service. These key elements can be enhanced by effective supervision.

**2. Persons Affected**

2.1 The view of Youth Cymru is that every member of staff has the right to regular, planned supervision. For it to be effective, supervision should be:

* Viewed as an opportunity for shared reflection on work.
* Seen as part of a culture that promotes reflective practice/evidence based practice, self-directed learning and learning from experience.
* An integral part of the working routine.
* Approached in a positive, constructive, honest, open and forward-looking manner

**3. Definition**

3.1 Supervision is defined as any communication between two or more staff, one of whom is a line manager, where the primary purpose is to enhance staff performance and effectiveness in carrying out the requirements of their post and the meeting the objectives of the organisation’s projects programmes and activities. It includes:

* Planned/ formal supervision - pre-arranged sessions with an agreed agenda.
* Informal/ unplanned supervision – a response to a task or event when it is inappropriate to wait for the next planned supervision.
* Annual appraisal – formal annual review of the year’s work and planning for the next year
* Probationary period reviews

**4. Purpose**

4.1 Supervision for Youth Cymru staff provides an opportunity to:

1. Monitor progress of staff with the objectives agreed at the annual appraisal, in line with the organisations vision statement.
2. Reflect on the effectiveness of recent training and development activities contributing to workplace competence, and identify any outstanding needs.
3. Provide feedback on performance.
4. Provide support, direction, advice and guidance on individual cases, staff and management issues.
5. Develop skills and understanding.
6. Ensure policy and standards are met consistently in practice.
7. Discuss any external/personal circumstances that may have a bearing on work
8. Enable reflection and provide an opportunity for coaching and professional development.

**5. Responsibility**

5.1 Youth Cymru Senior team have responsibility for developing the staff effectively, ensuring that they receive regular planned quality supervision at least once every twelve weeks, clearly stating and agreeing expected work standards and ensuring training and development opportunities are identified, facilitated and evaluated.

5.4 Individually each member of staff have responsibility for their own development and must take responsibility for their own performance and learning, ensuring it is integrated into their everyday practice.

* Reflect and learn from their work experience, training and development opportunities.
* Prepare for and take part in supervision under the arrangements agreed.
* Take any action agreed in supervision, to improve performance and enhance their effectiveness.

**6. Procedure**

6.1 Formal planned supervision will take place approximately every 12 weeks and include and appraisal annually. In the first year of employment the first supervision meeting will be replaced by a Probationary Period Review Meeting.

6.2 A record will be made of the dates and times of scheduled sessions, and also of each session, particularly noting agreed actions, endorsed by both parties.

6.3 A copy of this record will be given to the staff member with a second copy being held securely in the employees HR file which is secured in locked cabinet.

6.4 Dates and times will be arranged in advance, normally at the prior meeting. The arrangement will be honoured unless changed by mutual agreement and a new arrangement made for the earliest possible time/date. The manager will also provide unplanned supervision to staff as may be required, e.g. following an incident.

6.5 All involved should prepare for planned supervision sessions. Preparation may include:

1. Drawing together factual information on recent and current work.
2. Preliminary reflection on progress, achievements and performance generally in relation to objectives, plans, standards and targets.
3. Identifying any areas of uncertainty about policies or procedures or how to put them into practice.
4. Identifying any anticipated constraints and threats to effective performance
5. Any suggested improvements to practice, procedures or policies.
6. Reflection on recent training and development activities with evaluation of their impact on their role/service delivery.

6.6 A number of topics listed below should be covered in planned supervision, but the priority given to each one will vary, depending on the nature of the staff member’s title. Topics should include:

1. Review of work done, evaluation of performance and achievements, objectives, priorities and standards.
2. Need for any personal support to staff where work can be difficult and stressful.
3. Awareness and understanding of relevant policies, procedures and standards.
4. Adequacy of relevant policies, standards, systems and procedures.
5. Review of sick leave and other absences.
6. Review of individual professional development.
7. Suggestions for improving performance
8. Any other topics either party wishes to discuss
9. Agreement of clear, realistic, measurable objectives and activities for work and personal development during the period to the next planned supervision.

**7. Records**

7.1 Records on planned supervision sessions should be kept by those involved.

7.2 These records should be signed and agreed by the manager and staff member, and should outline the issues discussed, decisions reached and action agreed.

7.3 Supervision records are the property of the employer and should be available for owner examination when requested.

7.4 Appropriate confidentiality of records will be maintained, stored and retained in line with Youth Cymru’s GDPR Data Protection Policy.

**8. Resolving Supervision Difficulties**

8.1 The manager of each supervisor is responsible for reviewing and considering the quality and effectiveness of supervision which is being provided to all staff members on a regular basis.

8.2 Every supervisor should regularly check with their supervisees that the process is meeting their needs.

8.3 Supervisees who have concerns about whether their supervisory needs are being met should first speak to their supervisor about this. However, if the issues cannot be resolved by discussion with the supervisor the supervisee should raise the issue with another senior team member or the CEO.

**9. Quality Assurance**

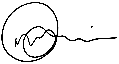
9.1 The following measures will be used to monitor the quality of supervision:

* + - 1. All supervisors will receive training for supervision.
      2. Supervisors will be encouraged to seek feedback from their staff.
      3. Staff will be encouraged to comment about supervision via an organisational survey.

**10. Links to other policies and procedures**

10.1 This supervision policy needs to be operated alongside other Youth Cymru procedures and policies including:

1. Safeguarding Policy
2. Staff Development
3. Health and Safety
4. Probationary Period Process
5. Recruitment Policy
6. Information and Digital Media Policy and Code of Conduct Agreement

**Signed:** ..julia's signature ....................................................

**Position:** ...Acting Joint CEO................................................

**Latest review/approved dated:** .........7th April 2018...........