

12/1

Procedure Supervision of Staff

Procedure: Staffing
Issue: 5/10.2.2015
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Purpose Statement:

Baptcare Family and Community Services (FACS) is committed to the delivery of quality supervision to staff in all teams. Supervision is integral to implementing the Baptcare values; providing leadership; supporting and ensuring positive outcomes for the individuals, children and families who use the service and the wellbeing of staff, volunteers and carers.

Item/Who	KEY STEPS	CLARIFICATION
All staff, volunteers and carers	Scope	This procedure covers supervision of professional staff members in FACS. A separate procedure covers supervision in relation to carers, volunteers and casual staff members.
Program Manager	1. Appointment of supervisors	Supervision is a component of FACS team leader, program manager and senior manager roles. Preferably supervisors will have 3 years demonstrated experience in the field and hold relevant qualifications.
Program Manager	2. Allocate a supervisor	Managers must allocate a supervisor to all new workers prior to these workers' commencement.
All Supervisors	3. Comply with Supervision Guidelines including the following elements:	FACS Supervision Guidelines provides detail of the Supervision tasks and requirements that supervisors are to be familiar with to ensure consistent supervision is delivered to staff across FACS programs. Supervisors will develop a structure within supervision that addresses all components of administrative, educational and supportive functions as defined in <i>the National Practice Standards of the Australian Association of Social Workers: Supervision July 2000</i> .
	4. Complete Induction Program	The supervisor is responsible for the induction program for new workers. This includes attendance at the Baptcare Induction session.
	5. Completing supervision agreements	The Supervision Agreement is to be completed for each supervisee. The Supervision Agreement is signed by the Supervisor and Supervisee and a copy kept on the staff file.
	6. Set frequency of supervision	Planned supervision sessions are to take place for a minimum of one hour per fortnight. For new staff one hour per week of formal supervision is recommended for a period to be negotiated between the supervisor and the supervisee. There will be times that more frequent supervision is deemed to be necessary by the supervisor or supervisee. Informal supervision is available to staff as required and is negotiated with the supervisor.

Authorised by:



General Manager FACS

Date: 6 July 2009, Reviewed: 1.5.2011; 20.10.2011; 12.10.2012. 7.2014; 10.2.2015

Next Review: 10.2.2017

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	<div style="border: 1px solid black; padding: 2px; margin-bottom: 10px; text-align: center;">7. Maintain Confidentiality</div> <div style="border: 1px solid black; padding: 2px; text-align: center;">8. Document supervision sessions</div>	<p>Confidentiality is maintained in relation to the information shared during supervision, except in the following instances:</p> <ul style="list-style-type: none"> • where the supervisor will address suspected or confirmed professional misconduct, incompetence, unethical behaviour or negligence through appropriate organisational professional or legal channels; • where there is risk of harm to the supervisee or others; • where the supervisor discusses relevant information with their line manager. <p>Supervision sessions will be documented by the supervisor and a copy provided to the supervisee. A copy will be held on a separate staff file.</p> <p>Informal supervision is to be documented by the supervisee in case notes where appropriate.</p>
All Supervisors and supervisees	<div style="border: 1px solid black; padding: 2px; text-align: center;">9. Complete Performance Development Plans</div>	Supervisors are to complete Performance Development Plans for all staff and review on an annual basis in accordance with the Baptcare Performance Development Plan procedure, and <i>Peoplestreme</i> .
All Supervisors and supervisees	<div style="border: 1px solid black; padding: 2px; text-align: center;">10. Disagreement or Conflict resolution</div>	Where there is disagreement or conflict the supervisor and the supervisee have a shared responsibility to take actions to resolve or manage the issue. In situations where the issue is not resolved between the two parties the matter is to be raised with the program manager to negotiate a resolution. This process is in accordance with the Baptcare Grievance Procedure
All Supervisors	<div style="border: 1px solid black; padding: 2px; text-align: center;">11. Reviews</div>	A review of the Supervision Agreement is to occur when there has been change in supervisor, when the frequency of supervision is required and/or on request by the Supervisor or Supervisee.
Quality Manager	<div style="border: 1px solid black; padding: 2px; text-align: center;">12. Training</div>	Periodic group training will be provided for supervisors and supervisees.

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