

Supervision of carers, volunteers and casual staff**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 carers , volunteers and casual staff members in FACS. A separate procedure covers supervision in relation to staff members.
Program Manager	1. Appointment of supervisors	Supervision of carers, volunteers and casual staff is a component of FACS case manager and service coordinator roles. Supervisors will receive one on one support and supervision to develop competencies in the role.
Program Manager	2. Allocate a supervisor	Managers must allocate a supervisor to all new carers, volunteers and casual staff prior to these workers' commencement.
All Supervisors	3. Purposes of Supervision - 4. Relationship between supervisor and supervisee	<p>Supervision of carers, volunteers and casual staff is essential to the following aspects of Baptcare's service delivery:</p> <ul style="list-style-type: none"> - Ensuring adherence to program procedures through provision of assistance, guidance and oversight; - Strengthening quality assurance through oversight of vulnerable clients' wellbeing whilst in the care of carers, volunteers and casual staff; - Providing support to carers, volunteers and casual staff so that their experience in their roles is positive and the team is cohesive; - Risk management in relation to challenging situations that may arise from time to time, where additional skills and experience may be required to problem solve. <p>A positive and open relationship with the supervisee enables good supervision. If either party (supervisee or supervisor) is unable to relate comfortably to the other, the supervision relationship should be reviewed.</p> <p>Any carer, volunteer or casual staff member may request a change in their supervising Baptcare staff member. A case manager or service coordinator may likewise seek a change in the people for whom they provide supervision. Either request may be made to the Team Leader of the program in question.</p>

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

Supervision of carers, volunteers and casual staff

Item/Who	KEY STEPS	CLARIFICATION
	<div style="border: 1px solid black; padding: 5px; text-align: center;"> 8. Document supervision sessions </div>	Supervision sessions will be documented by the supervisor and a copy retained in the relevant carer, volunteer or casual staff member's file. Informal supervision is to be documented by the supervisee in case notes where appropriate.
All Supervisors and supervisees	<div style="border: 1px solid black; padding: 5px; text-align: center;"> 9. 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: 5px; text-align: center;"> 10. Reviews – Out of Home Care carers </div>	Annual reviews are required for carers in Out of Home Care (annual Foster Carer reviews and Part C Kinship Carer assessments). Reviews must be documented and updated to the carer file. Foster Carer reviews are also considered at the Carer Accreditation and Review Committee.

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

