



ALL SERVICES

SUPERVISION POLICY & PROCEDURE

1.0 Purpose

This policy provides guidelines for defining supervision and its use within Wesley Mission Victoria (Wesley). Supervision or 'catch up' is the regular meeting together between a staff member and the person with designated responsibility for their supervision (supervisor) to meet organisational, program and professional objectives. It is a two-way process between the supervisor and the staff member to ensure competent, accountable performance according to the work role, collaborative resolution of issues, continuing professional development and support.

2.0 Scope

All employees of Wesley are required to comply with the contents and philosophy of this policy and procedure.

3.0 Definitions

Employee is a collective term used to refer to all employees, volunteers and work experience students performing work at Wesley.

Client is a collective term used to refer to all persons who receive a service from Wesley.

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4.0 Principles

- Wesley believes that all our employees have a right to support and guidance to do their job and to receive feedback on their performance.
- Wesley believes that all our clients are entitled to the highest possible quality of service, and that regular supervision plays an integral part in the provision of skilled, professional and accountable service delivery.
- Wesley believes that the process of supervision provides invaluable opportunities to learn from our employees and initiate, review and refine our practices to best meet the needs of our employees and clients.
- Wesley believes that all employees have a responsibility to perform their role to the highest possible standard in accordance with their Position Description and in line with the Organisational Values and their Employment Agreement.

4.0 Purpose of Supervision

Supervision should provide an opportunity to:

- Ensure accountability to and understanding of Wesley's vision, values, policies and procedures.
- Discuss work plans and revise work priorities in accordance with the Position Description. Identify general issues and areas for improvement and develop strategies to address these.
- Explore strengths and resources -individually, within team, service and the organisation.
- Reflect on and learn from practice, build knowledge, skills and capacity to work independently.
- Identify organisational, program and professional boundaries and requirements.
- Review professional relationships within the team.



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- Receive guidance, support and practice directions.
- Relate theory to practice. (e.g. how to implement).
- Discuss complex practice standards and workplace issues (e.g. duty of care, confidentiality, privacy, occupational health and safety requirements, etc.)
- Receive feedback about achievements and contribution to Wesley.
- Maximise the opportunities to communicate important issues through line management.
- Clarify roles and responsibilities according to the Position Description.

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4.0 Minimum Standards

Frequency of supervision will vary throughout Wesley to reflect the diversity of service, the nature of the work and the varying responsibilities, needs and experiences of employees, however an hour per fortnight pro rata is **suggested** as a minimum for most staff roles, as follows:

- Supervision is planned and occurs within the core working hours of the staff member.
- If supervision is cancelled, it must be re-negotiated. The person requesting the cancellation is responsible for ensuring a mutually agreeable new time is scheduled within 5 working days. The period between supervision sessions for any staff member must not be longer than 4 consecutive weeks (pro-rata).
- From time to time, employees may need an immediate response when guidance or defusing is required. This does not necessarily need to involve the staff person's direct supervisor and may be provided by other staff person(s) as nominated by the manager.
- Wesley is firmly committed to providing quality supervision through existing supervision structures within the organisation. Where there is a requirement for external supervision, the relevant senior manager will need to authorise an external supervision agreement.
- Where the allocated time for supervision is deemed to be inadequate by either or both parties, an extra amount of time may be negotiated and a timeline agreed for the review of this arrangement.

5.0 Supervision Agreement and Record Keeping

Supervisors are required to develop a Supervision Agreement with employees for whom they have direct responsibility. This agreement will identify how often supervision will occur and the expectations of both parties. The Work Plan A (Appendix 2) P&C F 39 based on key result areas, taken from the supervisees Job Description and other Department Plans should inform and accompany this contract. (Appendix 1) The Supervision Agreement and work plan are to be completed within one month of the staff member commencing employment with Wesley

- Supervisors are also required to keep a written record of key issues and subjects discussed in supervision. This is to ensure the continuity of supervision from one session to the next and assist the staff appraisal process
- Regular reviews of supervision objectives and methods are to occur.



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- All written records relating to supervision must be securely stored in a manner which ensures privacy and confidentiality, which is only accessible by the supervisor and staff member, and where necessary by the appropriate line manager. (It is suggested that both the supervisor and supervisee have identical copies of what has taken place in supervision).
- All designated employees given the responsibility of providing staff supervision who *do not have experience and/or training in employee supervision are encouraged to* complete a staff management/supervision course approved by Wesley within six months of undertaking their role as supervisor. It is the responsibility of the line manager to ensure that this training occurs.

6.0 Responsibility of Supervisors

- New employees must be provided with an overview of this Supervision Policy and Procedure during their induction period.
- Supervision appointments as detailed in the Supervision Agreement should be kept.
- Supervisors are responsible for recording key issues and subjects discussed during supervision sessions.
- Supervisors are to build trust and encourage the staff member to actively participate in the supervision process.
- Supervisors are to continue developing their supervision and support skills by participating in training and other professional development opportunities.
- Supervisors are to informally review the Supervision Agreement on an on- going basis and to formally review it at the annual Performance Development and Review
- Supervisors are to inform their line manager of the frequency, form and any pertinent themes/issues arising from supervision with their employees.
- Supervisors are responsible for informing employees about the existence of Wesley's Grievance Procedure.

7.0 Responsibilities of Staff Members

- To familiarise themselves with the Supervision Policy and Procedure after being provided with an overview by their supervisor.
- To work with the supervisor and mutually negotiate the Supervision Agreement.
- To actively participate in the supervision process, in keeping with the requirements of the Supervision Agreement.
- To come prepared, taking the time before supervision to reflect on work events or issues that have occurred since the last supervision session and the desired outcomes for each session.



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- To be open and honest in discussing work issues and to actively raise subjects for discussion.
- To provide their supervisor with regular feedback about the supervision arrangement and how this can be improved.
- To take responsibility for initiating Wesley's Grievance Procedure if they have unresolved issues stemming from the supervision process.
- To participate in an annual Performance Development and Review.

8.0 Resolving Disputes

Disputes may arise from the supervision process. Both parties are encouraged to address disputes as they arise and in a collaborative manner. If disputes are not able to be resolved collaboratively, Wesley's Grievance Procedure should be followed.

9.0 Relevant Documents

Performance and Development Review Procedure P&C P13

Recruitment Procedure P&C P04

Issue & Grievance Procedure P&C P08