

MONMOUTHSHIRE YOUTH SERVICE



SUPERVISION POLICY & PROCEDURE

September 2004

CONTENT

1. Supervision Agreement
2. Supervision Record Sheet
3. Appraisal Record sheet
4. Supervisee Feedback Questionnaire
5. Appendices:-
 - MYS Equal Opportunities Policy

1. SUPERVISION AGREEMENT

MONMOUTHSHIRE YOUTH SERVICE Supervision Agreement

This is a contract between the supervisor _____

and the supervisee _____

The Mandate for Supervision.

Monmouthshire Youth Service (MYS) expects all members of the staff team to be supervised at monthly (f/t) or six – eight weekly (p/t) intervals and that the principal functions of the supervisory process are: -

- To ensure that the worker understands their roles and responsibilities and to encourage the development of the individual's role within the service.
- To ensure that the worker carries out those responsibilities to MYS's standards.
- To assist in every way with the personal and professional development of the worker including the identification of training and learning needs.
- To be a primary source of support and advice for the worker recognising the considerable demands of this job.
- To provide a two way process of communication including the giving and receiving of constructive feedback to the worker and the opportunity for the worker to air their views.
- To encourage and support staff the worker to work in an anti-discriminatory way.

The structure that we have agreed is as follows: -

Frequency: - _____

Length: - 1 hour _____

Recording of sessions is the responsibility of the supervisor. Information recorded on the MYS Supervision Record Sheet will be: -

- agenda items
- positive feedback
- areas of concern
- targets set / action points agreed.

Both the supervisor and supervisee will prepare for, and contribute to the agenda, for each supervision session. Supervision will be held in a safe and comfortable environment.

There will be no interruptions or there will only be interruptions if a work or personal emergency arises.

Either party will not cancel the session unless there is sickness and or other extenuating circumstances.

All sessions will begin promptly.

The supervision contract will be reviewed on an annual basis.

The Boundaries of these sessions will be: -

In order to provide a supervision environment where both participants feel safe to communicate in an open and honest fashion the issue of confidentiality needs to be addressed. Therefore MYS requires that: -

- A written record of each supervision session will be kept and each party will retain a copy. The supervisor's copy will be kept in a locked draw (only accessible to the supervisor) in the _____ office.
- The information recorded may be seen by only the supervisee, supervisor and _____ to whom the supervisor is accountable.
- The verbal content of each session remains confidential to the two participants.
- In the event of the supervisee leaving the employment of MYS, upon their departure the supervisor will shred the supervision records.
- In the event of the supervisor leaving the employment of MYS prior to his or her departure, working with the supervisee, an agreed separate handover record of supervision (for the new supervisor) will be drawn up. All existing supervision records will be shredded upon the supervisor's departure.

The content of the sessions will include: -

- Setting realistic targets, short and long term, and monitoring achievements.
- Reviewing the standard of the workers work through discussion, the files, and the content of stakeholder (e.g. Young People) feedback.
- Looking at the workers; strengths and weaknesses; the development of his/her skills and understanding; and identifying his/her training and learning needs.
- Mutual constructive feedback.
- Space for the worker to reflect on the impact of this work upon them as an individual.
- Personnel issues.
- Information exchange, advice and guidance.
- Monitoring of action points to be followed up.

Expectations – the process of supervision.

Following the discussions that we have had in order to get the most out of supervision these are the ways that we want to work together. For example you may wish to think about; how feedback will be given; a statement of permission that it is ok to make mistakes and to learn from them, and to not know the answer to everything; any issues which affect the safety of the supervisory environment, and the willingness of the worker to be open about their practice and performance, for instance ground rules about the use of anti-discriminatory language, etc.

What I want from you as my supervisor...

What I am willing to contribute as the supervisee...

What I want from you as the supervisee...

What I am willing to contribute as the supervisor...

MONMOUTHSHIRE YOUTH SERVICE Supervision Record Sheet

Name of Supervisor: _____

Name of Supervisee: _____

Date: _____

Venue: _____

Supervisor Agenda items	Action taken and by whom	Achieved	Carried forward
1)			
2)			
3)			
4)			
Supervisee Agenda items	Action taken and by whom	Achieved	Carried forward
1)			
2)			
3)			
4)			

On a scale of 1 – 10 (10 being best), how would you rate this session and how could you improve it by one mark

1 2 3 4 5 6 7 8 9 10

What I could do to improve it by one mark: -

Signed: _____ Supervisor

Signed: _____ Supervisee

Date: _____

Date of next meeting: _____

Appraisal system

The following makes up the appraisal process which is completed on an annual basis with all members of staff.

Self Review Form – this is to be completed by the supervisee, with guidance questions to ensure that the appraisee will benefit from the process and that all information and points that need to be discussed are considered. A copy is then forwarded to the supervisor prior to the appraisal to ensure both parties benefit.

Performance factor scoring criteria – this scoring sheet is used during the appraisal to aide discussion and ensure that the appraisee is graded to a mutual point.

Employee Review form - this is the main form that is completed between the supervisor and supervisee and will focus on achievements and past performance and key objectives for the forthcoming year.

As with supervision forms, this form is signed by both parties and kept in the employee's file

4. **SUPERVISEE FEEDBACK QUESTIONNAIRE**

Checking out how your supervisees experience your supervision is essential. Equally important is the commitment to actively respond to the information gathered from these questionnaires and to make appropriate changes to practice. The majority of supervisors do not intend to give 'bad' or unsupportive supervision. However, mistakes do happen and there is often room for improvement in your practice. To enable the supervisor to improve and or to deliver supervision in a fashion that is more suited to the supervisee's individual support needs; it is essential for supervisors to check out with the supervisee their experience of supervision. This may be done by way of asking them to complete this questionnaire.

It is good practice for the supervisor to issue all supervisees with the Feedback Questionnaire on an annual basis. The supervisee returns the completed questionnaire to the supervisor and the ensuing discussion should form part of the annual review of the Supervision Contract.

MONMOUTHSHIRE YOUTH SERVICE
Supervisee Feedback Questionnaire

Questions. <i>Please tick appropriate box.</i>	Always	Usually	Rarely Never
Supervision...			
Is regular.			
Is uninterrupted.			
Takes place within a confidential framework.			
Is based on clear expectations that I have helped to shape.			
Enhances my professional development by:			
a. Helps me to reflect on my strengths, involving the giving of positive praise.			
b. Helps me to identify support needed to develop as a practitioner, and assists me in managing stress.			
c. Helps me to identify future training needs.			
Is a place where I can raise my disappointments and concerns.			

Increases my confidence and morale.			
Includes review of my work and target setting.			
Challenges me to work in an anti-discriminatory way.			
Enables me to manage my time and workload better.			
Is a process that empowers me.			

	Always	Usually	Some- times	Never
Is frustrating.				
Is challenging.				
Is safe.				
Makes me aware of new areas of professional knowledge.				
Ensures that MYS's standards are upheld.				
Helps me to see where I fit into the organisation.				
Involves me in consultation about MYS's developments, and is a medium through which my ideas and concerns can be voiced higher up.				

In your opinion is your supervision adequate? YES [] NO []

Recommendations for improvements to the supervision that you receive and other constructive comments.

Signed: -

**Supervisor
Name: -** _____

**Supervisee
Name: -** _____

Job Title: - _____

Job Title: - _____

Date: - _____

Date: - _____

5. **APPENDICES**

- MYS Equal Opportunities Plan.