Policy 58: Supervision

Last updated by:

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1. **Introduction**

This policy describes the principals adopted and procedures to be taken to ensure that all employees of Age UK York (AUKY) receive appropriate support, supervision and appraisal.

The policy is in place in order to maintain and perpetuate both personal and professional development.

2. **Procedure - SUPERVISION**

2.1 All employees (and where appropriate volunteers in specific services e.g. In Safe Hands and Community Befriending and Support and Day Clubs) will be made aware of the structure of AUKY, their place within the structure, their responsibilities within the organisation and the named person to whom they report and receive support and supervision. Supervisions and Appraisals must also take place in order to meet the standards and guidelines of Monitoring Bodies and Service Funders.

2.2 All relevant workers will receive individual support and supervision on both an informal and formal basis from their line manager/service organiser.

   **Formal** – a minimum of a one hour session (privately or in a group setting where appropriate) at least 6 times per year.

   **Informal** – access to their manager/organiser to discuss urgent/pressing issues on a regular basis by telephone or in person.

2.3 Group supervision/support sessions will also be held when appropriate but will not take the place of individual meetings for paid workers.

2.4 In the absence or annual leave of the organiser/manager, the manager will name the person for whom the employee will receive support or advice should it be required.

2.5 The employee will have the opportunity to have an alternative nominated “supervisor” in certain circumstances. Should an employee require specialist short-term support AUKY will endeavour to ensure that the employee is referred to the appropriate provider.
3. **Content of the Meeting**

3.1. Both parties will agree the ground rules of their session including a confidentiality agreement.

3.2. The employee and the supervisor should agree on the agenda and book the next session before the end of the meeting.

3.3. The meeting should be held in private and be uninterrupted.

3.4. The meeting should include discussion regarding current work, target setting where appropriate, specific issues/problems; workload planning; sharing of news, opportunities for training and personal development.

3.5. If the meeting does not allow sufficient time to discuss all of the items identified another meeting should be arranged, sooner than the next scheduled meeting so that both parties are satisfied that all business has been completed.

3.6. Any conflict or disputes which cannot be resolved within the meeting should be taken and discussed in private with a management team member.

3.7. The disciplinary/grievance procedures may be referred to in the event of any serious disputes or conflicts.

4. **APPRAISAL**

4.1. The Board of Trustees of Age UK York have updated the AUKY appraisal system. The Board is committed to ensuring that all paid staff have the opportunity to have an annual Appraisal of their work, opportunities and activities within Age UK York.

4.2. One of the series of supervision sessions each year will be dedicated to the Appraisal process.

4.3. The appointed Manager/organiser conducting the appraisal and the member of staff will complete Appraisal forms outlining a review of the previous years’ activities and identifying activities and targets for the year to come.

4.4. Staff performance and colleague feedback will be reviewed at the meeting against targets set from the previous year and relevant funding contractual requirements.

4.5. Training will be provided for the “Appraiser” and staff will be informed/trained regarding the process also.
4.6 Any conflict or disputes which cannot be resolved within the meeting should be taken and discussed in private with a management team member.