



For better
mental health

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Sheffield Mind

Supervision Policy

Sheffield Mind is committed to ensuring that staff are sufficiently supported to enable them to work effectively and reach their full potential within their role. Effective supervision is an essential component in the support offered by Sheffield Mind in enabling the employee to fulfil their responsibilities.

This policy is concerned with line management supervision and not clinical supervision. Line management supervision takes place between the employee and their line manager. Where the line manager is unavailable through sickness, leave etc, another manager who is in a position of seniority over the employee, should be identified to take on the line management role. All managers who undertake supervision should have received relevant training.

Frequency of Supervision

Actively participating in supervision is a requirement of all employees and this should be reflected in the job description. Normally supervision sessions should be no more than [4 weeks/ 8 weeks apart] although some staff may require supervision on a more or less frequent basis. This will depend on factors such as;

- Familiarity with the job role – supervision will be more frequent for new staff during their probationary period
- Stability of the job role
- Complexity of the job role
- Presence of particularly challenging circumstances
- Identified capability or performance issues
- Level of seniority in the organisation
- Personal circumstances which are impacting on work

Purpose of Supervision

Supervision fulfils a number of purposes including the following;

- Supervision is the formal route through which an individual is accountable for their work.
- Agreeing work priorities and target setting.
- Allocation of work.
- Line manager giving feedback on the employee's work.
- Line manager challenging the employee where appropriate to develop their practice and learning.



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- Enabling the employee to discuss and establish a way forward for areas of their work they are finding problematic.
- Enabling the employee to review and reflect on their work.
- De-briefing for particular pieces of work.
- A place for the employee to bring problems and other issues that they need help with finding a way forward
- Making decisions which are outside the remit of the employee
- Identifying training needs
- Employee informing their line manager of personal circumstances which might impact on work.
- Addressing issues of under-performance.

In summary, supervision is the mechanism that the employee is held accountable and receive support for their work.

Organising Supervision

Supervision should be arranged in advance and both parties should make themselves available and prioritise it over other commitments (except in exceptional circumstances). Where a session has to be cancelled it should be rearranged immediately.

Supervision should be normally held in a private meeting room or office. It is important that there are no interruptions and the conversations cannot be overheard. Occasionally it may be appropriate to hold supervision off the premises or somewhere less formal.

It might be helpful to have a pro-forma agenda which might include the following;

- Review of action points from the previous session
- Review of work programme
- Review of priorities for the coming month
- Any problems or difficulties
- Matters arising from staff or other meetings
- Training needs
- Evaluation of training undertaken
- Review workload and time management

Both parties should prepare for supervision by identifying the issues they wish to raise under each of the item above.

Records



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The line manager should make notes of the session and any action points arising from it. These notes should be agreed and signed by the employee and then kept in their personal file.

All new and existing staff should be made aware of this policy on commencement of their employment. It is the responsibility of line managers to ensure that all staff who report to them are aware of and adhere to the policy framework within which Sheffield Mind operates and to keep them abreast of updated and new policies as soon as practicable.

Policy agreed by Directors on 3rd March 2009

Policy due to be reviewed on March 2011