

**Staffing & Employment**  
**HACC Standard 3**  
**HACC Standard 7**  
**Review Date June 2011**

**Policy Number: SE7**  
**Number of pages: 4**  
**Attachments: Nil**

## **POLICY REGISTER**

<b>Subject: Staff Support &amp; Supervision Guidelines</b>
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### **Primary Responsibility**

Board members, Executive Officer, Operation Manager and Staff/

### **Policy Statement**

#### **Introduction**

Western Sydney Community Forum's staff support and supervision policy is a tool for assisting staff to achieve their work goals and develop professionally. These Guidelines are to assist supervisors and staff. Supervision aims to build the individual strengths of staff and to develop strategies in areas that are challenging. These guidelines outline the expectations of WSCF in terms of supervision.

#### **Related Policies and Legislation**

This procedure is to be read and used in line with relevant legislation, and in line with all other Western Sydney Community Forum policies and procedures.

#### **Scope**

This procedure is relevant to all Western Sydney Community Forum projects. This procedure is relevant for permanent staff. Supervision of casual staff is the responsibility of their project coordinator, and shall be negotiated as required.

#### **Western Sydney Community Forum Expectations for supervision**

- The focus shall be on supporting and assisting the staff member to fulfil their work plan.
- Preparation and monitoring of workplans will be part of the supervision session.
- The staff member will discuss with their supervisor their needs in terms of supervision. The staff member shall be prepared for supervision, and bring issues for discussion to the meeting.
- The supervisor and the staff member will listen carefully and respectfully to each other. It is okay to agree to disagree.
- The staff member will follow through with agreed directions of the supervisor
- Both the supervisor and the staff member acknowledge the roles of the other in the supervision relationship and respects the strengths and skills of the other.
- Both the supervisor and the staff member will follow the policies and procedures of the organisation.

- Both the supervisor and the staff member will address conflict in a positive and proactive manner.
- Supervision may happen individually and in joint or team sessions as recommended by the supervisor.
- Supervision sessions will be confidential (except if the matter raised is a requirement to notify and where information impacts on WSCF profile and reputation).

## **Supervision Procedure:**

### **Planning for Supervision**

Supervision shall be planned in advanced, with the supervisor approaching the staff member to set dates. The staff member shall prepare for supervision, and have issues to discuss. The supervisor shall allow adequate time for supervision, and shall advise the staff member of the proposed agenda in advance. The agenda shall include supervisor's matters, staff member's matters, any business arising, organizational matters, training issues and general matters, time and date for next meeting.

### **First Supervision session**

The time and date for the first supervision session shall be negotiated between the staff member and supervisor. Allow approximately 1.5 hours for the initial meeting. The time allocated for supervision shall be negotiated between the supervisor and the staff member. The staff member shall advise the supervisor if they need more time for supervision.

At the first supervision meeting with a staff member, the supervisor shall discuss and negotiate the following:

- what will happen, how often and for how long.
- that notes will be taken and a copy given to the staff member
- that the staff member shall be asked to sign off on the notes
- that the staff member is expected to prepare for supervision with issues to discuss
- that the supervisor will listen respectfully
- that if confidential matters which disclose the staff member, a client or someone else is at risk of harm, that the supervisor has a duty to follow up on this information and may not be able to keep the information confidential.

### **Supervision sessions**

- Supervision shall occur monthly, or as negotiated between the staff member and supervisor.
- New staff shall have supervision fortnightly while in their probation period.
- Supervisors shall make it clear that a meeting is a supervision meeting, and not just a chat.
- Discussion shall avoid personal subjects, unless there are personal issues which are impacting on the staff member's ability to undertake their work.

### **Notes of Supervision session**

- The supervisor shall take notes at all supervision meetings. These may be handwritten or typed, as negotiated between the supervisor and the staff member.

- Notes shall include issues discussed and agreed outcomes. If there are issues of disagreement, both sides shall be noted.
- Supervision notes shall be factual and non-judgmental.
- Supervision notes shall be kept in a locked filing cabinet, with only the supervisor and the staff member accessing the file.
- Supervision notes remain the property of the organization.

### **Resolving Issues / Conflict**

Where there are issues of concern that the supervisor needs to discuss, these shall be raised with specific information about the concerns. The staff member shall be given an opportunity to respond. Joint supervision session may be arranged where conflict between two staff members.

Opportunities to support the staff member/s work through the concerns shall be discussed. If the concerns continue, the supervisor shall advise the Executive Officer / Board of the need to start performance management procedures. Refer Workplace Grievance policy and Staff Performance Management Procedures.

If the staff member has concerns about their supervisor, they shall follow the internal Workplace Grievance procedure.

**Adopted by the Board on: 02/06/2009**

### ***CROSS REFERENCE***

- GP6 Workplace Grievance Procedure
- SE8 Staff Disciplinary Procedure