



## Supervision Policy and Procedure

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Review Cycle	12 months	Next Review Date	01/04/2021
Policy Area	Human Resources	Responsible Dept.	Managers

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### 1 Definition of Supervision

Supervision is a regular, structured meeting of employees with a more senior member of staff or manager. It is an opportunity for employees to discuss their work, review progress and make plans for the future. It is also an opportunity for management to support employees in their work, ensure their self-development and provide accountability to management through the planning and evaluation of the employee's work.

### 2 Purpose, Goals and Objectives of Supervision

- To provide support and back up to employees
- To encourage employees to develop their vision for their work
- To create and maintain positive conditions for employees to carry out their work
- To foster communication and mutual understanding
- To jointly review employees' work
- To jointly plan employees' future work
- To set manageable goals
- To challenge employees in their work
- To deal with difficulties
- To identify employee training needs
- To give management an overview of how an employee's work is progressing
- To (other) - *As agree upon by Supervisor and Employee*

### 3 Context and Content of Supervision:

- The content of supervision will focus on the acquisition of knowledge, conceptualization, and skills within the defined scope of practice
- The context will ensure understanding of ethics, codes, rules, regulations, standards, guidelines (including consent, confidentiality/ privacy), and all relevant legislation

### 4 Supervisory Record Form

- A supervisory record form will be used to document impressions of each supervisory session.
- A supervisory record form will be provided at the close of each session. Supervision notes may be shared with Employee

## **5 Rights and Responsibilities of the Supervisor**

### **5.1 Supervisor Rights**

- To bring concerns/issues about Employee's work
- To question Employee about his/her work and workload
- To give Employee constructive feedback on his/her work performance
- To observe Employee's practice and to initiate supportive / corrective action as required

### **5.2 Supervisor Responsibilities**

- To uphold ethical guidelines and professional standards
- To make sure supervision sessions happen as agreed and to keep a record of the meeting
- To create a supervision file containing supervision records and other documents relating to development and training
- To ensure that Employee is clear about his/her role and responsibilities
- To record the supervision session and to store their copy in the supervision file
- To monitor Employee's performance
- To set standards and assess the Employee against these
- To know what Employee is doing and how it is being done
- To deal with problems as they impact on the Employee's performance
- To support Employee and the agreed personal development plan
- To complete all forms as requested by Exchange House Ireland including a professional disclosure statement of supervisor and supervision logs

## **6 Rights and Responsibilities of the Employee**

### **6.1 Employee Rights:**

- To uninterrupted time in a private venue
- To Supervisor's attention, ideas and guidance
- To receive feedback
- To set part of the agenda
- To ask questions
- To expect Supervisor to carry out agreed action or provide an appropriate explanation, within an agreed time frame
- To have his/her development/training needs met
- To challenge ideas and guidance in a constructive way

### **6.2 Employee Responsibilities:**

- To uphold ethical guidelines and professional standards
- To be prepared to discuss client cases with the aid of written case notes and / or video / audio tapes
- To validate diagnoses, interventions, approaches and techniques used
- To be open to change and use alternate methods of practice if required
- To consult supervisor or designated contact person in cases of emergency
- Implement supervisor directives in subsequent session
- Maintain a commitment to on-going counsellor education and the counselling profession

**7 Procedural considerations:**

- Employee's written cases notes (plus diagnoses and treatment plans) and audio / video tapes may be reviewed in each session
- Issues relating to Employee's professional development will be discussed
- Sessions will be used to discuss issues of conflict and failure of either party to abide by the guidelines outlined in this contract. If concerns of either party are not resolved in supervision, the CEO will be consulted
- In event of an emergency, Employee to contact supervisor, If not available, then contact the CEO



**EXCHANGE HOUSE IRELAND**  
National Travellers Service

**Staff Supervision Contract**

This is an agreement between:

\_\_\_\_\_ and \_\_\_\_\_  
(name) (name)  
\_\_\_\_\_  
(position) (position)  
**the Employee** **the Supervisor**

The purpose of supervision is set out in the Exchange House Ireland Supervision Policy and Procedures. Other purposes for this supervision, as agreed upon by the Supervisor and Employee are:

\_\_\_\_\_  
\_\_\_\_\_

Effective Dates: \_\_\_\_\_ to \_\_\_\_\_

Frequency of Meetings: \_\_\_\_\_

Duration of supervision session: \_\_\_\_\_

Type of Supervision: Individual  Group  combination of both

**We agree, to the best of our ability, to uphold the guidelines specified in the Exchange House Ireland Supervision Policy and Procedures and to manage the supervisory relationship and supervisory process accordingly.**

\_\_\_\_\_ the Employee \_\_\_\_\_ the Supervisor

Date: \_\_\_\_\_

Date of revision or termination date: \_\_\_\_\_