



7. STAFF SUPERVISION

Document Title:	Staff Supervision
Unique Reference Number:	007
Document Author:	YMCA Childcare, CB
Document Approved:	Paul McDonald
Person(s) responsible for developing, distributing and reviewing Policy	Paul McDonald Michelle Cullen
Person responsible for approving Policy	Paul McDonald
Method of communication of policies to staff (email / hard copy / induction training)	Email & Hard Copy
Method of communication of policies to parents/guardians (full policies via email, hard copy)	Email & Hard Copy
Date the Document is Effective From:	November 2020
Scheduled Review Date:	Annually
Number of Pages:	5

This policy has been communicated to parents/guardians.

Relevant staff know the requirements and have a clear understanding of their roles and responsibilities in relation to this policy. Relevant staff have received training on this policy.

Statement of Intent: Our intention is to provide appropriate mechanism to give staff, unpaid workers and contractors feedback on their performance so that a high standard will be maintained. We are also committed to listening to feedback for the purposes of enhancing quality. It is our intention that all staff, unpaid workers and contractors will have opportunities of support and supervision.

Introduction: Staff, unpaid workers and contractors development provides chances for greater knowledge, improved skill and better understanding, not as an end in itself but as a means to develop and improve the level of service to children and their families.

Supervision and appraisals are core parts of the staff, unpaid workers and contractors development process at this Service.

The purpose of supervision is to promote and provide accountability, decision-making, support, development of the work and development of the staff member, unpaid workers and/or contractor.

Appraisals allow for the setting of new goals and contribute to identifying training/development needs of staff, unpaid workers and contractors.

WE BELIEVE EVERYONE SHOULD HAVE THE OPPORTUNITY TO BELONG TO HEALTHY, CONFIDENT, SECURE AND CONNECTED COMMUNITIES.

Definitions:

Supervision: A key managerial activity – it is ‘a ‘reflective” process about professional thinking, actions and decisions that is constant and on-going.

Supervision involves:

- Any communication between two or more relevant staff (one of which is a manager)
- the support and development of knowledge, skills and values of an individual through an evaluation process to examine professional thinking, actions and decisions.

Appraisals: A staff appraisal is a process by which the work and development of the worker are reviewed. The process contributes to future planning and goal setting. Appraisals are about a person’s previous performance as well as future development. The appraisal should consider the worker’s achievements, their expectations and development needs.

Probation: Confirmation of all appointments will be subject to satisfactory completion of a period of probation, which will normally be for 6 (six) months, with a review at 3 (three) months.

During the period of probation, the contract can be terminated by either party in accordance with the provisions of the Minimum Notice & Terms of Employment Act 1973-1991.

During the probationary period the Manager will ensure that each employee is fully assisted in understanding and becoming familiar with the demands of his or her post and that there is full discussion with the employee about any problems or difficulties.

During the probationary period the employee will be advised on his or her progress using the 3 (three) month Probation Review

The period of probation may be extended for a specific period (generally by 3-5 months but will not exceed 11 (eleven) months), if management is not fully satisfied that the employee is suitable for the post. The employee will be informed through supervision and in writing about the reason(s) for this decision.

Management will notify the employee in writing of his or her satisfactory completion of the period of probation.

Objectives of Supervision:

All staff members must have regular and consistent supervision to:

- Support them in their work.
- Ensure the quality of service to children and families.
- Ensure that they are clear about their role and responsibilities.
- Ensure competent and accountable performance.

WE BELIEVE EVERYONE SHOULD HAVE THE OPPORTUNITY TO BELONG TO HEALTHY, CONFIDENT, SECURE AND CONNECTED COMMUNITIES.

- Ensure that in their respective roles they meet our standards and objectives.
- Ensure a positive atmosphere for practice.
- Assist their professional development.
- Reduce stress.
- Increase awareness of new areas of professional knowledge.
- Ensure that they are given the resources to do their job.
- Provide an opportunity to voice their ideas and concerns.

All staff members are entitled to:

- Respect in their role and as a person.
- Clarity about the boundaries of confidentiality.
- Clarity about expectations.
- Have their experience and contribution acknowledged.
- Be briefed about service changes.
- Participate in problem solving and not just be told what to do.
- Access to on-going training relevant to their job.
- Clarification about the crèche policies and procedures.
- Clear performance targets.
- Be allocated an appropriate and manageable workload.
- Clarity about the basis of decisions.
- Regular and uninterrupted supervision.
- Regular formal appraisal.

The supervision programme will be reviewed at least annually to ensure that it is effective.

Staff appraisals will be carried out for each staff member within the first six months of appointment and annually thereafter.

Supervision Format: Before the first Supervision Meeting, an initial discussion takes place between supervisor and supervisee to discuss what supervision is and also what it is not, and to outline the frequency, duration and format of supervision meetings. Both participants' expectations are discussed, clarified and agreed at the beginning of the supervision relationship.

A Supervision Meeting will be scheduled. The meeting will generally be a minimum of one hour's duration. There will be an agreed agenda for the meeting. The meeting will take place in their classroom

Resources Available for Supervision: We are committed to make the resources available to effectively implement staff supervision to include a quiet space, availability of the line manager etc

WE BELIEVE EVERYONE SHOULD HAVE THE OPPORTUNITY TO BELONG TO HEALTHY, CONFIDENT, SECURE AND CONNECTED COMMUNITIES.

How Supervision Needs are Identified:

Supervision needs will be identified

- By the employee
- By the line manager through observation of the employee and their competencies
- Due to a new policy or practice being implemented due to the needs of a child

A typical supervision agenda will include:

- *Care and welfare of the group.*
- *Care and welfare of individual children.*
- *Contact and work with parents/guardians and families/key person role.*
- *Any new ideas/reflections on quality practice.*
- *Any concerns including, but not limited to, child safeguarding concerns.*
- *Networking with other agencies and organisations.*
- *Training needs.*
- *Teamwork.*
- *Staff welfare and support.*
- *Health and safety issues.]*

Records and Record Keeping: The supervision session is recorded by the supervisor and the record kept in accordance with good practice, legislation and regulation in the staff member's file. Both supervisor and supervisee sign the record to ensure that it is an accurate and fair reflection of the discussion and decisions. Decisions made at one session will be followed up at the next session to ensure they were acted upon.

Supervision of Students: Students/Trainees who work with the children are at all times under the supervision of an appropriately qualified staff member. They are supported and supervised by appropriately experienced members of staff to assist them to carry out their duties to promote and protect the wellbeing, learning and development of the children.

Team Meetings: Regular and consistent team meetings are an integral part of team, individual and service development as well as being core to communication within the team. Team meetings can have a number of different functions including:

- Information sharing
- Decision making
- Developing the team/teamwork
- Review, reflection, evaluation and planning
- Debriefing and support
- Skills development/sharing knowledge from training attended.

All team meetings and decisions made should be in the interests of the children and families who use the service. Meetings need to have a clear purpose and direction and a clear recorded outcome. There needs to

WE BELIEVE EVERYONE SHOULD HAVE THE OPPORTUNITY TO BELONG TO HEALTHY, CONFIDENT, SECURE AND CONNECTED COMMUNITIES.



be an agreed agenda, a timeframe, minutes, a chairperson (not necessarily the owner/manager) and open discussion and reflection

Appraisals: All new staff members should have an appraisal carried out before the end of their probationary period and annually thereafter.

All staff members will be appraised using a standard Appraisal Form.

Appraisals should relate to the person's job description and focus on areas of performance relevant to the person's role.

Appraisals must be recorded and records kept in accordance with good practice and legislation.

The following methods are used to support staff:

- One to one supervision
- Staff meetings
- Training
- Support Sessions

All meetings (group and individual) will be recorded. All instruction /direction and training of individual staff members will be recorded on the appropriate Training Form and placed on the individual staff member's file.

Records:

All supervision records will be kept securely and confidentially on the staff member's file for 6 years .

Signed: _____ **Date:** _____

Name:

Person responsible for approving the Policy

WE BELIEVE EVERYONE SHOULD HAVE THE OPPORTUNITY TO BELONG TO HEALTHY, CONFIDENT, SECURE AND CONNECTED COMMUNITIES.