

HR1.12 Supervision and Support

Purpose

1. This policy will provide a framework for the one-to-one and group supervision of all employees.
2. This policy sets out how employees can expect to be supervised and provides supervisors with the key points of effective supervision.

Alignment with Practice Standards

1. Module 2: Provider Governance and Operational Management

Legislative Alignment

1. Fair Work Act 2009

Key Responsible Executive

Chief Executive Officer

For More Support

People and Culture team
Your People Manager

Policy Statement

1. SAVVY's Supervision and Support process objectives are to:
 - a. ensure staff know what is expected of them
 - b. ensure staff contribute to the outcomes of the organisation by carrying out their duties effectively and efficiently
 - c. ensure good practice and to challenge and manage poor practice
 - d. ensure that 'health and well-being at work' issues are addressed
 - e. assist in the continuous professional development (CPD) of employees

Definitions

1. Supervision: regular one-to-one or group meeting between a supervisor (e.g. line manager) and supervisee(s) in order to meet organisational, professional and personal objectives. Supervision forms a key part of individual performance management. It is the foundation on which appraisal is built.

Procedures

1. Support and Supervision Forms
 - a. Arrangements for personal and individual supervision should follow the relevant Support and Supervision form and each formal session must be recorded in this format. The Support and Supervision form must be reviewed at least annually, but can be amended at any time by the Company.
2. Formal and Informal supervision
 - a. 'Formal' supervision will be recognised by regular, planned, private, one to one or group meetings, on an on-going basis between an employee and the same supervisor
 - b. Even when staff and supervisors work closely together, it does not eliminate the need for private one-to-one or group time together on a regular basis. The focus of these sessions is wholly on the employee(s), their performance, their development, and any issues from their work that do not arise on a day to day basis.
 - c. It is inevitable that there will be discussions and decisions about work issues, challenges or new information that arise in other meetings or informal discussions. If any decisions are made in relation to service users in informal discussions or meetings, the worker must ensure that this is clearly recorded in the service user's file.
3. One-to-one and group supervision
 - a. All employees should have the opportunity to receive one-to-one supervision. This should be provided no less frequently than the National professional standards for the role outline.
 - b. In addition, there are some contexts when group supervision is a valuable addition to providing support for employees. The instances can include:
 - i. where employees provide support for the same participant or group of participants, in order to support a consistent level of person centred support. This can be irrespective of job role, allowing for broader professional development across the group and a more holistic care approach for the participant(s)
 - ii. where a group of employees are in the same role, allowing for shared experiences and capabilities to deepen ongoing peer learning.
 - iii. where an external supervisor is providing supervision based on a particular capability, where a group supervision setting enables a wider number of employees to access the supervision and support internal peer adoption of learning outcomes.
 - c. Each employee will have a one-to-one supervision agreement as standard. Group supervision is in addition to this provision and an additional supervision agreement should be prepared and signed for each additional supervision setting agreed to.
 - d. The decision to engage in group supervision will be informed by input from the supervisee, the normal internal supervisor, and the Executive team.
4. Internal and External Supervision
 - a. Regular one-to-one supervision will be provided by an appropriate internal senior practitioner, unless the required skill set is not available internally.
 - b. Where an employee does not have access to a suitable internal supervisor, the employees line manager and Executive team will agree on a suitable external supervision arrangement.
 - c. Where the employee does have internal supervision, the supervision contract should cover in what circumstances an external supervisor is considered. These could included (but are not limited to):
 - i. Where an employee is providing a particular element of care that is outside the capabilities of internal employees. For example, if a participant has a particular high intensity need, external nursing supervision could be provided to support the employees practise with the specific element
 - ii. Where an employee has experienced a traumatic experience at work or outside of work and more focused psycho-social support would be beneficial for the employee's wellbeing and resilience.

- iii. If there is conflict between the supervisor and supervisee that can not be resolved through the grievance resolution process and another appropriate internal supervisor is available
 - iv. When an employee is preparing for a career progression and additional clinical, managerial or other specific supervision is considered beneficial for preparing the supervisee for the role, or during their transition into the role.
 - d. External supervision is approved by the employees Executive Manager, unless the supervision is provided through SAVVY's Employee Assistance program. Under the EAP, the employee is entitled to three sessions with SAVVY's agreed provider without needing consent or informing SAVVY. Additional session availability is outlined in the EAP policy.
- 5. Minimum frequency
 - a. The frequency of formal supervision for clinical employees is laid down in the relevant National Professional Standards. These should be regarded as an absolute minimum and it is expected that formal supervision will be provided more frequently if possible.
- 6. Responsibilities of the line manager
 - a. Line managers must ensure that supervision takes place in line with this policy and National Minimum Standards for all employees for whom they have responsibility. It is the responsibility of line managers to ensure that sessions are planned and prepared and that there is an auditable record of sessions.
- 7. Responsibilities of the employee
 - a. Employees are responsible for attending supervision sessions as arranged with a positive attitude to discussing and reflecting on their work. They are also responsible for implementing any course of action agreed.
- 8. Disagreements
 - a. Disputes should be dealt with through discussion wherever possible. This should involve the supervisor's line manager if necessary.
 - b. If more formal processes are necessary this must be through the Grievances Resolution process outlined in the Grievances Resolution policy as appropriate.
 - c. Where there is unresolved conflict, an alternative supervisor should be considered if appropriate to ensure the supervision objectives are met.
- 9. Recording
 - a. The recording of supervision sessions is the responsibility of the supervisor.
 - b. The record should be detailed enough so that it is auditable at a later date. An outline of decisions or action points with reasons and a summary is normally adequate. The record should be signed and dated by the supervisor and the worker. Any disagreements about content should be recorded.
 - c. Records should be typed rather than handwritten if possible.
- 10. Storage
 - a. The supervisor should maintain copies of supervision records in the employees Employment Hero file.
 - b. These may be accessed for review in specific circumstances.
 - c. Access to supervision records are only visible in the SAVVY HRIS to the People Manager, Employee, People and Culture, and for the purpose of audit, Company Admins.
- 11. Access and confidentiality
 - a. Supervision records are private but not confidential. They are the property of the organisation, not the individual.
 - b. Supervisors will need to discuss the content of supervision sessions with others on occasion - e.g. their own line managers. This should always be with the knowledge of the employee.

- c. Supervision records are not to be made available to participants, as employees must feel confident to raise any challenges they face in providing care in a supportive and enabling environment.
- d. Other people may sometimes require access to supervision records. These might include:
 - i. People and Culture in review of workplace training and capability assessments
 - ii. An internal auditor for the purposes of quality control and continuous quality improvement

References to other SAVVY policies and external sources

- 1. HR 1.4 Performance Planning and Review
- 2. HR 1.5 Learning and Development
- 3. HR 1.11 Employee Assistance Program
- 4. HR 4.4 Grievances Resolution
- 5. HR 4.5 Discipline and Termination

Summary of attachments

- 1. Nil

Version Control

- 1. 1 April 2023 - New Policy Creation
- 2. 18 August 2023 - Minor wording updates