



Staff & Volunteer Supervision Policy

Name of Organisation: Amy's Trust CIO

Venue/address for which policy applies: Duffield Acres, Redmile.

Date of last review: 22nd September 2025

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This policy contains information split into the following categories:

- Introduction
- Part 1: Support and supervision overview & principles
- Part 2: Supporting and supervising staff/volunteers
- Part 3: Support and supervision session guidelines
- Records

Introduction

This document describes the Amy's Trust policy for the support, supervision and recognition of staff/volunteers. It works in hand with the staff training policy to ensure staff are properly inducted into their roles at Amy's Trust, appropriately trained and aware of their duty to the safeguarding of children.

All staff will sign to say they have read KCSIE Part 1 and for Trustees this expectation also includes Part 2 (see child protection policy and staff training policy for further details).

Part 1 – Support and supervision overview & principles

It is the aim of Amy's Trust to ensure that staff and volunteers are empowered to succeed in their roles, both to maintain the delivery of a high-quality service and for the growth and development of the individual staff/volunteer. Amy's Trust is committed to providing all staff/volunteers with regular support and supervision to enable them to:

- develop their skills
- learn from their experience
- carry out their role effectively and to the best of their ability

All staff/volunteers are offered formal and informal support and supervision which is integrated into the staff/volunteer's experience and continues throughout the period of staffing /volunteering.

Where staff/volunteers are practising therapeutic providers, they should also seek out clinical supervision as part of their professional practice.

Principles

Regular support and supervision allow staff/volunteers to:

- discuss issues, ideas, problems and concerns
- receive feedback on their contributions to the organisation
- feel part of the wider team and combat the isolation of some roles
- feel valued, accepted and motivated
- enable their development and enhance their skills and knowledge
- identify their learning and development needs
- consider possible progression within the organisation

Regular support and supervision allow us to:

- demonstrates our commitment to and appreciation of staff/volunteers
- ensure staff/volunteers are satisfied with their roles and are motivated
- ensure the staff/volunteers role is being undertaken to the required standard
- ensure Amy's Trust policies and procedures are being followed
- identify staff/volunteer aspirations and motivations
- avoid problems or solve any problems that may arise
- evaluate the effectiveness of our staff/volunteer's management practice
- sustain a well-motivated staff/volunteers' workforce that feels united, valued, respected and committed to the organisation's aims and therefore able to provide a high-quality service to service users.

Part 2 - Supporting and supervising staff/volunteers

Support and supervision may be provided in different ways depending on the needs of the organisation and staff/volunteers.

We will consider the needs of each individual as well as the role being undertaken to determine the most appropriate schedule for support and supervision. This will be determined in discussion with the individual.

Approaches may vary and a combination of methods may be used.

As part of the induction process for each individual a support/ supervision plan will be tailored to cater to the needs of the role, the individual and the organisation.

We recognise that:

- Communication is essential regarding the pathways and systems of support in place
- Support is usually for the benefit of the individual, but has mutual benefit
- Supervision is usually for the benefit of the organisation, but has mutual benefit
- All staff/volunteers are allocated a named supervisor who is responsible for providing support and guidance on a day-to-day basis
- In their absence, another named member of staff should be available

Informal support is provided through personal contact on a day-to-day basis. This may include:

- greeting and welcoming staff/volunteers

- providing regular celebration and appreciation
- providing immediate authentic feedback
- working alongside staff/volunteers
- providing coaching and encouragement, especially in the early stages of a new role or when problems have been identified
- making regular, frequent contact by phone, text, Zoom or email as appropriate

Scheduled support and supervision sessions are provided to:

- discuss how the staff/volunteers is performing in their role
- recognise successes, achievements and positive progression
- identify any development needs
- discuss any issues or concerns
- discuss plans or aspirations

Overview of support/supervision session options

Staff/volunteers who are involved with us on a regular basis receive informal and scheduled support and supervision sessions held at regular intervals appropriate to their role.

Staff/volunteers undertaking short, one-off opportunities receive support and supervision during and at the end of their involvement with us.

Peer-to-peer support may be provided by a competent staff/volunteer undertaking the same or a similar role who is available and able to support staff/volunteers new to the organisation or to a new role. This can be informally (e.g., one-to-one, in pairs or in small groups) or more formally as mentors or buddies. However, where this is done, it is important to identify the support, knowledge and skills the experienced staff/volunteers need to carry out the support role. This appropriateness of this will be determined and overseen by the director.

Where groups of staff/volunteers carry out a similar role or are involved in a specific activity, group sessions may be arranged as a useful, cost-effective way to provide support and supervision.

Group sessions (organised electronically or in person) are provided to:

- discuss common issues and concerns
- facilitated group learning and development
- share ideas and suggestions
- present information and updates
- build relationships and peer support

Part 3 – Support and supervision session guidelines

Support and supervision sessions are the best way to make sure staff/volunteers give and receive feedback as they provide an opportunity for an open and honest two-way conversation.

It is an opportunity to talk in a confidential setting and for the supervisor to listen to and discuss the wants, needs and concerns of the staff/volunteers.

Feedback provided to the staff/volunteers should be clear, authentic, competence- based and solution focused.

It should balance positive feedback and address specific areas of concern and development with the energy and intention of events being an opportunity growth and possibility (as opposed to a fixed 'problem').

Where there are problems with performance or behaviour these should be raised and presented as a shared problem, providing space to explore what's underlying the behaviour and for ownership of actions to be taken. Then authentic ways forward may arise.

We are committed to providing a positive and nourishing environment for our staff/volunteers to learn and develop. However, we realise problems can occur and we are committed to making sure a transparent process is available to resolve any issue.

We aim to resolve all problems openly, fairly and quickly to:

- Protect clients
- Protect the staff/volunteers and anyone else involved
- Minimise any disruption to other staff/volunteers, service users or staff
- Demonstrate we respect our staff/volunteers
- Protect the reputation of the organisation

See the complaints procedure for details of how we deal with issues that are raised about or by a staff/volunteer.

Records

Details of staff/volunteer support and supervision, including problem solving, are recorded, managed and stored securely in accordance with the Data Protection Act 2018 and UK GDPR. A staff/volunteer may request a copy of any information held on their record at any time.