

<b>Cavernoma Alliance UK</b> <b>Supervision and On-going Suitability Policy</b>
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**Created**

Date developed	By whom	Method of consultation and recommendations	Date adopted
13/12/2020	EYF Ltd. for CAUK		19/2/2021
Schedule for revision		This policy should be reviewed annually or sooner if needed.	

**History of revisions**

Review date	By whom	Summary of changes made	Date implemented

**Context**

High quality supervision is one of the most important elements in ensuring positive outcomes for our service users and their families. It also plays a crucial role in the development, retention and motivation of our workforce whilst ensuring the staff members have the knowledge and support to keep our service users safe.

**Definition of terms**

Workforce/ Staff	Describes all paid and non-paid staff such as volunteers, Trustees and anyone who is representing CAUK.
Service users	Children and their parents, young people and vulnerable adults that engage with CAUK.

**Policy Statement**

One of the most productive ways to connect with our staff is through regular supervision meetings. On-going conversations between managers and their staff play a critical role in ensuring that:

- each staff member (paid and unpaid) is clear about their role and responsibilities
- individual staff members receive feedback about their performance and/or contribution
- staff can share the things that are working well and could be improved from their perspective
- managers gain an insight into staff's knowledge, skills and talents

- staff can share where they may need additional support and/or training
- managers are able to understand more about the individual to gain an insight into areas where support is needed and things that may affect their suitability or ability to carry out specific aspects of their role.

Supervision meetings are a two-way discussion between a staff member and a line-manager or supervisor. They focus on the role and responsibilities held by each staff member and the discussion largely focuses on the performance of the individual, the identification of any challenges or support needed and role related targets that centre on specific aspects of work.

Following a successful probationary period, line-managers, will hold supervision meetings at regular intervals with each of their staff members (approximately once every quarter, although ad-hoc meetings can take place when necessary).

During any probation period, probation supervisions will be held monthly and the focus of each meeting will be aligned with our induction programme.

From time to time the manager may need to discuss the content of these meetings with others, for example, HR advisory services, the CEO or Board Members, however, this will only be with regard to specific situations and the content of supervision meeting will usually remain confidential.

Whilst it is recognised that the areas for discussion and issues that arise are likely to change over time, it should be made clear that supervision meetings are an opportunity to discuss work performance, to recognise achievements, to address issues of underperformance, to check changes in circumstances and to identify the need for support and/or training. It is also an opportunity for the staff member to raise any concerns about our organisation, the conduct or behaviour of others or concerns about a service user.

Staff should feel comfortable in these meetings to discuss any queries or concerns that they have and they should expect a two-way dialogue about the expectations for their role and responsibilities and the support available to them.

### **Supervision meetings for staff members**

It is the responsibility of the line-manager to ensure that:

- supervision meetings consistently take place on a quarterly basis for every member of staff
- meetings take place at a mutually agreeable time, given the constraints of managing a workforce that may be spread across many different counties
- prior to the meeting, the line-manager has done what they can to gain a rounded view of each member of staff's performance
- salient points from the meeting are recorded along with any actions that need to be taken and recommendations for training and professional development
- any notes produced are reviewed and agreed by the staff member

- in cases where both parties do not agree on the content of the notes of the meeting, the concerns must be recorded by the line-manager along with the original notes
- all supervision notes must be held on the individual staff member's personnel file
- access is given to the member of staff upon request.

### **Supervision meetings for volunteers**

If volunteers are routinely working with service users it is only right that they should be afforded the same level of support and opportunities as a paid member of staff. This will ensure that those who work with us regularly on a voluntary basis maintain the high standards that we set for working practices.

### **Ongoing support and checks**

Supervision meetings are also a way of ensuring that each staff member remains suitable, fit and able to carry out all aspects of their role.

All staff are responsible for notifying their line-manager or a senior member of staff if there are any changes to their circumstances that may affect their suitability to work with service users. Staff will face disciplinary action should they fail to notify their line-manager of any significant changes immediately

All members of staff will be required to update a health questionnaire on an annual basis to ensure that senior staff have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties. This will also be discussed during staff supervision meetings.

Senior staff members will review any significant changes to an individual's circumstances that may suggest they are no longer suitable to work with service users and take appropriate action to ensure any unsuitable or potentially unsuitable staff member does not have unsupervised contact with service users until the matter is resolved.