



Enhancing children's
quality of life
through mentoring

Supervision Policy and Standards (volunteers and Staff)

1. Introduction

- 1.1 This paper outlines the policy and standards adopted by The Island in relation to supervision of staff and volunteers.
- 1.2 The Island views supervision as a supportive, developmental process, integral to the role of the member of staff or volunteer. The Island expects all staff and volunteers to participate as required.
- 1.3 All supervision sessions shall be recorded by the supervisor, placed on the central file, and a copy of the record provided to the person supervised. If the person supervised does not agree with the supervisor's record, s/he should add a note to the supervisor's record indicating what is not agreed.
- 1.4 A report on supervision shall be included in the Mentoring Co-ordinator's report to the trustees at each meeting.

2. Supervision of Staff

- 2.1 All staff employed by or seconded to The Island will receive regular supervision. The Island will endeavour to provide supervision one bi-monthly.
- 2.2 Supervision of the Senior Management Team will be undertaken by a trustee nominated by the CEO. Supervision of the CEO will be undertaken by The Board of Trustees
- 2.3 Supervision of other staff will be undertaken by the Manager of Mentoring Services.
- 2.4 If for any reason (such as illness, change of personnel etc.), the Manager of Mentoring Services is not available to provide supervision within the timescales set out in para 2.1., the CEO will arrange for alternate supervision provisions.
- 2.5 Supervision will include discussion of progress made with all aspects of the job description (though not each and every item in each session): it will also include discussion of the worker's current performance. It may include discussion of ways of enhancing the worker's knowledge and expertise (by training or opportunities for professional development).

- 2.6 Supervision will lead to an annual appraisal of the worker's performance, undertaken by the supervisor with input from the worker, colleagues, and other sources agreed with the worker. The written appraisal will be shared with the worker in draft form, and amendments made in response to their feedback. Any areas not agreed will be identified and recorded.

3. Supervision of Volunteers

- 3.1. All volunteers, i.e. mentors and volunteer supervisors, students on placement and any other volunteers recruited by The Island, will be required to participate in regular supervision. The Island will endeavour to provide supervision once every 8 - 12 weeks.
- 3.2. New volunteers will be asked to sign a written agreement about their role with The Island, which will include a commitment to make themselves available for supervision on a regular basis.
- 3.3. Supervision of mentors will be undertaken by the Mentor Supervisor, a volunteer supervisor, or by another member of staff accountable to the Manager of Mentoring Services for this aspect of their work.
- 3.4. Volunteer supervisors will be recruited through the Island's recruitment and training process. Any member of staff or volunteer who supervises shall have the appropriate level of skills, experience and qualifications.
- 3.5. Supervision may be completed face-to-face, or by telephone. However, face to face supervision is strongly recommended.
- 3.6. If for any reason (such as illness, change of personnel etc.), the supervisor is not available to provide supervision within the timescales set out above, arrangements will be made through the CEO or Board of Trustees for a suitable alternative.
- 3.7. Volunteers who do not make themselves available for supervision in accordance with the agreement will be reported by the Mentor Supervisor to the person responsible for managing her/his work. An action plan will be agreed and recorded in the Mentor Supervisors supervision notes. Mentoring may cease if supervisions are not frequently attended.
- 3.8. Volunteers may ask their supervisor for a reference in relation to applications for jobs, or for a place on a professional training course. The supervisor will normally agree to provide that reference, unless he or she has concerns about the mentor's capacity to meet the requirements of the job/course. In such an eventuality, the supervisor will share their concerns with the volunteer.