



Staff Support and Supervision Policy

Context

- Interest Link Borders is a small close-knit organisation, with staff having frequent contact with each other in the course of normal business.
- Staff are encouraged to raise issues immediately rather than wait till supervision sessions.
- In addition, staff meet every two months, giving an opportunity for general discussion.
- However, three-monthly 1:1 supervision & support meetings between staff and their line managers are essential to ensure issues are addressed, particularly personal issues and those around training and development which may not have another outlet.
- Supervision is provided by staff, with the exception of the Project Co-ordinator, who is supervised by the Convenor on behalf of the Project Committee and also has access to external supervision.

Format of three-monthly 1:1 supervision & support meetings

- Dates for three-monthly supervision should be set in advance, ideally at the previous supervision meeting.
- Meetings should ideally be face-to-face but can be by telephone.
- The line manager should ensure practical arrangements are suitable in terms of, for example, venue, time and privacy.
- At least one meeting a year (annual appraisal) must include an in-depth discussion of performance, personal issues and training & development needs. However, ideally these subjects should be touched on at every meeting.

Content of meetings

The agenda should include:

- Actions agreed at previous meeting
- Service delivery issues raised by either party
- Performance against agreed targets
- Functioning of branch office
- Functioning of Branch Committee
- Communication and working relationships between staff member and line manager and within organisation as a whole.
- Training & professional development needs
- Personal issues, including motivation and morale.
- Actions agreed
- Date of next supervision

Recording

Handwritten notes need to be taken by both parties of any actions agreed and any particularly significant issues raised.