



**fitmums**<sup>TM</sup>  
and friends

## Supervision Policy

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<b>Produced by</b>	<b>Lisa Adcock/Sam Barlow</b>
<b>Reviewed by</b>	<b>Sue Lee</b>
<b>Club review dates</b>	<b>N/A</b>

## Supervision Policy

### About this Policy

This policy will provide a framework for the one to one supervision of all employees and volunteers working with or for Fitmums and Friends.

This policy sets out how employees and volunteers can expect to be supervised and provides managers with the key elements needed to supervise employees and volunteers effectively.

Fitmums and Friends is committed to supporting their employees and volunteers to carry out their role in the organization. We want all volunteers to have a positive experience and to feel valued working and volunteering for Fitmums and Friends.

However, we recognize that supervision needs to be commensurate with the nature of the role and so will not always be appropriate, but we would like to operate a system where any volunteer can ask for a 1-1 as needed.

### Aims of Supervision

The aims are:

- To ensure employees and volunteers know what is expected of them
- To ensure employees and volunteers carry out their duties effectively and efficiently
- To ensure good practice and to challenge and manage poor practice
- To ensure that health and well-being at work issues are addressed
- To assist in the continuous professional development (CPD) of employees & volunteers
- To ensure that employees and volunteers operate in an anti-discriminatory way, and in line with good practice

### What is Supervision?

Supervision is a regular 1-1 meeting between the supervisor (line manager/identified lead) and an individual (supervisee) on an agreed/regular basis to meet organizational, professional and personal objectives. It also allows the staff member or volunteer an opportunity to discuss any concerns or personal issues which may be affecting their ability to fulfil their role.

In some areas of the charity a system of Peer Supervision may be utilized. Peer supervision usually refers to “reciprocal arrangements in which peers work together for mutual benefit where developmental feedback is emphasized and self-directed learning and evaluation is encouraged” (Benshoff, J.M. 1992). Peer supervision for Fitmums and Friends is particularly useful in the context of supporting Leader and Coach development.

Some guidance about being a supervisor and supervisee can be found at Appendix 1 and 2.

### **Supervision frequency**

Supervision may be formal or informal/ad hoc. Formal supervision will be regular, planned, private and on a one-to-one basis. However, there is always an opportunity for ad-hoc sessions as required.

The frequency and content of supervision sessions will vary depending on the individual's role within the organization, but in all cases it will be agreed between an individual and their line manager/project lead and ground rules will be agreed as part of the first supervision session.

In some situations, supervision may be carried out in a small group. However, if an individual has confidential and/or personal issues to discuss, provision will be made for a 1:1 session.

The frequency of formal supervision will be set according to the nature and frequency of the duties of the employee or volunteer but will not normally be less frequently than every 3 months for employees. It is expected that supervision will occur informally when needed.

### **Content of supervision:**

Some key topics for discussion could include:

- Workload
- Monitoring of health and well-being of the individual particularly related to stress
- Understanding the role
- Development of skills
- Identifying training needs
- Work related concerns
- Welfare or safeguarding concerns
- Agree short term tasks
- Provide feedback
- Progress of ongoing work plans/ projects
- Discussion of wider organizational
- issues

*N.B. This list is not intended to be exhaustive*

### **Recording of Supervision Sessions**

A written record of the supervision session should be made as soon as possible after the session. The detail included is a matter of judgement but in general should be detailed enough so that any issues can be re-visited if necessary and understood. Records should clearly detail any decisions that have been made, the reasons for these and any agreed actions including who will take responsibility and timescales for carrying actions out. Records should be agreed, signed and dated by both the line manager/lead and the individual.

### Confidentiality

Information discussed at supervision sessions should be treated confidentially between the individual and the supervisor. Supervision is a private but not a confidential process. This means that the records are the property of the organization, not the individual. From time to time supervisors will need to discuss the content of supervision sessions with others, e.g. their own line managers. This should always be with the knowledge of the supervisee. Access to supervision records should be controlled and all records should be stored electronically. Other people may from time to time require access to supervision records.

### Storage and retention

A specific supervision file should be maintained by the line manager/project lead so that the record can be reviewed at appropriate times. These will be stored electronically on a password protected system.

### Data Protection

Fitmums & Friends are committed to protecting and respecting the privacy of employees and volunteers. The Data Protection Policy sets out very clearly how data and consent should be managed, and all volunteers must be aware of the content of this policy to ensure compliance with GDPR regulations.

### Fitmums & Friends Supervision Structure

Every volunteer and employee should have an induction on taking up a role and 1-1 supervision then available on request as needed or as stated below.

Supervisee	Supervisor	Minimum Frequency
Chief Officer & Deputy Chief Officer	Trustees	Quarterly
Central Team <u>employees</u>	Chief Officer & Deputy Chief Officer	Quarterly

	Trustees if required	
Central Team <u>volunteers</u>	Chief Officer & Deputy Chief Officer or other designated role	Quarterly
Coaches (Volunteers)	Chief Officer & Deputy Chief Officer or other designated role	Via induction, peer supervision and on request
Other Volunteers Leaders – Run, Walk, Cycle, Athletics In the Pink Team Mental Health Champions	Club Co-ordinators or Club Liaison Leads	Via induction and on request

## Appendix 1

### Guidelines to help support being a good supervisor

- Plan a joint agenda (e.g. review previous supervision notes before meeting and make a note of issues you wish to raise).
- Clarify tasks and areas of work that the manager expects of the employee or volunteer.
- Encourage honest and open discussion of real issues.
- Hold regular sessions at agreed dates and times and be on time.
- Ensure the session is uninterrupted and is comfortable.
- Praise work done well.
- Listen, summarize and check out.
- Be constructive, and offer balanced feedback, focusing on the positives first.
- Support employees & volunteers, and build on existing skills and knowledge.
- Set clear targets with action, and write these down.
- Anticipate problems and issues before they get serious.
- Do what you say you will do.
- Be specific in any comments you make relating to supervisee's performance.
- Whatever the supervisee's present levels of capability/competence, convey confidence that he/she can reach new levels. Try to stretch him/her towards them.
- Write down actions on either side.
- Record any disagreements.
- Make your own experience, knowledge and skills available to help the supervisee.
- Set the supervisee's work in the context of legislative and agency requirements, signposting to relevant statute, regulations and agency policy/procedure as appropriate.
- Acknowledge conflict and tensions openly.
- Acknowledge that you haven't got 'all the answers'.

- Think who else can help with the issue.
- Give yourself time to seek further information or seek advice, if you're not sure.
- Help employees and volunteers to reflect on their practice, e.g.: what worked, didn't work, why, and lessons for the future.

## Appendix 2

### Guidelines to help support being a good supervisee

- Plan a joint agenda (e.g: review previous supervision notes before meeting and make a note of issues you wish to raise).
- Openly discuss real issues.
- Attend regular sessions at agreed dates and times and be on time.
- Raise problems and issues before they get serious.
- Do what you say you will do.
- Keep up to date with best practice where relevant to your role e.g. coach/leader development, safeguarding training.
- Use supervision to reflect on your understanding and application of knowledge, theory and your skills, and how this has an impact on outcomes for the service user.
- Use supervision to reflect on how you promote the values of anti-oppressive practice, and meaningful user involvement and participation.



### Appendix 3

## Supervision Support Sheet

<b>DATE:</b>
<b>NAME:</b>
<b>ROLE:</b> (If CLL state which clubs)
<b>SUPERVISOR/S</b>

<b>Agenda</b>	
<p><b>Regular items</b></p> <ol style="list-style-type: none"> <li>1. What has been going well?</li> <li>2. Anything not going so well/any concerns?</li> <li>3. Review current areas of work</li> <li>4. Any supervision responsibilities</li> <li>5. Any extra support/training needs?</li> </ol>	<ol style="list-style-type: none"> <li>6. How do you feel you are getting on with staff/volunteers in the organisation?</li> <li>7. Additional Agenda Items               <ul style="list-style-type: none"> <li>* </li> <li>* </li> <li>* </li> <li>* </li> </ul> </li> <li>8. Feedback – from supervisor to supervisee</li> </ol>

Item	Discussion	Action
1.	<b>What has been going well?</b>	
2.	<b>Anything not going so well/any concerns?</b>	
3.	<b>Review current areas of work</b>	
4.	<b>Any supervision responsibilities</b>	

5.	<b>Any extra support/training needs?</b>	
6.	<b>How do you feel you are getting on with staff/volunteers in the organisation?</b>	
7.	<b>Additional Agenda Items</b>	
8.	<b>Feedback</b>	

<b>Signed</b>	
Supervisor	Date:
Volunteer	Date:

<b>Next supervision due:</b>	<b>Booked for:</b>
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