

People Management 2

Telford Mind policy on staff supervision and support

Telford Mind is committed to supervision and to supporting it's workforce in order to ensure clear lines of communication, effective monitoring and review, robust planning and development and to provide a good level of support.

Supervision also ensures that all of Telford Mind's services are delivered in line with and informed by current best practice and that we are all working within agreed ethical frameworks and that we stay safely within the boundaries of all of the legislation that we have to comply with.

Telford Mind is clear about its mission, aims, core values and understanding of scope of activity. Supervision helps to ensure that these underpin all of our work. Telford Mind has a clear policy on quality and ensures that it shares its commitment to quality with all members of the workforce and with its service users through supervision. Supervision also provides regular opportunity to identify training and development needs which helps to ensure the high quality of the services that we provide.

Telford Mind staff supervision and support procedures:

Initial supervision and mentoring:

A copy of the staff handbook is given and the induction checklist is explained.

The initial documents of Mission, Values and Scope of Activity are read through and any questions raised are answered.

The facts that the new team member needs to know to begin to their work with Telford Mind are made clear.

These include guidance on personal safety, what can be claimed for and how to claim expenses, forms that he / she will need to support his / her work with service users and methods of communication (including where their tray will be) and data storage.

The next team meeting dates are given and the new recruit is invited to attend. The chair of the meeting is informed so that a welcome can be given and so that introduction of the new staff members can be part of the agenda.

Subsequent induction / mentoring sessions:

These are held as agreed and the elements of induction are recorded on the checklist. It is hoped that a member of staff (paid or unpaid) will be fully inducted within two months from their starting their role.

All staff, trustees and volunteers attend core training.

The coordinator or mentor responsible lets the Service Development Manager know that a new person has begun work with Telford Mind and will need to be included in the next round of Core Training.

Staff on probationary periods of contract

Employed staff are appointed with probationary periods (usually 6 months).

At the half way point of the probationary period the supervisor meets with the member of staff to review how things are going. This session identifies areas of support, training, assistance in networking that may be helpful in order to enable the member of staff to perform well. It also helps the new member of staff to prioritise actions and allows opportunity for any areas of underperformance to be supported.

At the end of the probationary period the supervisor meets with the member of staff and undertakes a 6 month appraisal using the formal appraisal interview model.

The outcome of this interview is:

- a) the member of staff successfully completes his / her probationary period and is no longer 'on probation'.
- b) the probationary period is extended with the areas of underperformance identified. Prioritising of tasks, support and training are also identified and a follow up interview to check progress is set.
- c) the person is found unsuited to the role.

Supervision and support after induction period:

Meetings:

Each coordinator meets with the staff (unpaid or paid) within their area:
Volunteers have fortnightly meetings.

Drop-in volunteers meet for 10-15 minutes at the end of each session, after the service users have gone.

Teams undertaking specific projects such as the school project meet as a group every month.

Counsellors meet as a team every month (one of which meetings is held as a training session).

Coordinators and centre staff meet with their line manager very week.

Supervision and Support and planning sessions:

Co-ordinators and centre staff have 1:1 *Supervision* every two months

Volunteers have 1:1 *Support and planning* sessions every two months

Counsellors undertake regular *Clinical supervision* (see counselling section for staff handbook for full guidance and detail).

Training, development and support needs are identified during supervision, support and planning sessions and through team meetings and fed through to the Service Development Manager or the Quality Team Executive Team Leader.

Appraisal

A yearly appraisal is held for all members of Telford Mind workforce.

Appraisal takes the form of a supported self appraisal. The person leading the appraisal is given support to do this by clear guidance and a structured format.

The appraisal session has these parts:

1. Sharing vision and mission
2. Review of the current job role. Review of current pay and conditions.
3. Review of the last twelve months.
4. An exploration of ideas and aspirations.
5. Review of training.
6. Review of support needs.

Who conducts the appraisals?

The appraisals are very much supported self appraisal. The appraiser helps to frame questions that allow the appraisee to look at their performance objectively.

Each coordinator appraises staff (unpaid or paid) within their area

The manager or executive with people management responsibility appraises the co-ordinators and centre staff.

Signed:

Date:

Appraisal Form

You might like to jot down some notes or ideas before attending the appraisal as it is very much a supported self-assessment.

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| 1 | Sharing vision and mission: ensuring that Telford Mind's current mission, aims, scope and values are known and understood including updated policies and procedures (the handbook is used as a guide) and the main priorities for development. |
| 2 | Review of the current job role. Changes in any of your duties are noted and any new areas of responsibility undertaken are noted and recognised. Review of current pay and conditions is made. |
| 3 | <p>a) What do you think has worked well over the last 12 months? What contributed to the success?</p> <p>What performance measures have you used to know that there has been success? (<i>For example: I record the number of people supported.</i>)</p> <p>What outcomes have been achieved to show success? (<i>For example: I supported 12 people through the year.</i>)</p> <p>What else do you need to know in order to monitor the effectiveness of your area of work. (What else do you need to know or to measure in order to monitor the effectiveness of your area of work?)</p> |

