**Policy 3:** Supervision Policy

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| Supervision Policy |
| Preparing For Life Home Visiting |
| Approval date: 00/00/00 |
| Revision date: 00/00/00 |

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| 1.Responsibility for approval of policy | *(Board, management committee or senior officer)* |
| 2.Responsibility for implementation | *Staff role* |
| 3.Responsibility for ensuring review | *Staff role* |

1. **Policy Statement**
   1. Preparing For Life Home Visiting is committed to providing supervision that supports leadership, performance management, staff needs, and service effectiveness.
2. **Purpose**
   1. This policy outlines a standardised organisational framework for implementing, continuing development, and maintenance of a system of supervision for Preparing For Life Home Visitors.
   2. Regular individual supervision aims to support employees and ensure their work and development are monitored positively.
   3. To build capacity in home visitors to address the needs of the child, family, and/or the community.
   4. To ensure staff are supported to provide services in ways that support healthy parent–child relationships and optimal growth and development.
3. **Scope**
   1. The scope of this policy is to identify and set a minimum standard for supervisory practice and to implement an effective and consistent approach to supervision. It applies to supervising all staff within the PFL Home Visiting Programme and other staff where applicable.
   2. See also NSP Policies on Grievance Policy, ………..????
4. **Principles**
   1. All staff have a right to receive quality supervision by supervisors operating according to an agreed framework.
   2. Quality supervision has a bearing on the quality-of-service delivery and programme outcomes. Home Visitors should be supported to deliver the programme in line with quality and fidelity standards.
   3. The supervision process should support the development of a strong relationship between the PFL HV Team Leader and the Home Visitor. They should work collaboratively to solve any issues that arise.
   4. It should be recognised that the PFL HV Team Leader (Supervisor) is the expert on the PFL Home Visiting Programme and how to ensure delivery in line with quality and fidelity standards. Furthermore, the Home Visitor is the expert on their families (mutual competence).
   5. Home Visitors should be supported by the PFL HV Team Leader (supervisor) so that they can then, in turn, similarly support their individual families. In addition to this, by experiencing this support, it is hoped that this will make it easier for the parent to support their child in line with this (parallel process). This process should build secure, consistent relationships in which trust, support and respect are experienced.
   6. The supervision process should focus on what the Home Visitor does well in addition to their knowledge and experience and build on this. It involves the PFL HV Team Leader being responsive to the Home Visitors' strengths and allowing flexibility for their creativity in programme delivery (provided the programme's key messages are not changed).
   7. Supervision aims to build on Home Visitor s capabilities and support them to develop and reach their career aspirations.
   8. The HV Team Leader (Supervisor) should deliver support via coaching so Home Visitors are empowered to make their own choices in a supportive way (where it doesn’t impact programme quality and fidelity), i.e. helping Home Visitors s to problem solve rather than giving them the solutions
   9. The HV Team Leader should model and develop positive attitudes and interactions with staff by responding with genuine warmth, empathy, interest, positive regard, and sensitivity.
   10. Tony Morrison
5. **Roles and Responsibilities**
   1. All Home Visitors are responsible for their work standards. To that end, staff are not passive recipients of supervision but should be fully prepared for the supervisory process as requested by line management.
   2. The PFL Manager has a responsibility to ensure appropriate training is provided for supervisors and that the Supervision Policy is fully implemented.
   3. All staff should be given a Supervision Contract to be completed at the initial supervision session (see xxxx Tools and resources.) This clearly outlines the expectations of supervision sessions. This contract should be reviewed on an annual basis.
6. **Supervision Functions** 
   1. The function of supervision for PFL is as follows:
      1. Ensuring the programme is delivered in line with quality and fidelity standards
      2. Increasing self-reflection and self-exploration regarding Home Visiting practices and how past experiences may be shaping current practices. This is to create a space for the Home visitors to take a step back, reflect on their practice, and examine how they may do it differently next time.
      3. Monitors personal needs for professional growth and seeks learning opportunities.
      4. Ensures that staff members receive periodic retraining in essential functions and provides staff with opportunities for career and professional development.
      5. Promotes integration of training into practice.
      6. Promotes shared learning and an opportunity for Home visitors to learn from each other’s experiences and cases.
      7. Identify additional professional development opportunities so that with their supervisor, they can further their understanding of and skills in applying trauma-informed, reflective practice.
      8. Ensuring the programme remains family-centred and that the family remain at the centre of all Home Visiting practices.
      9. Focusing on each Home Visitor’s caseloads using the Traffic Light System i.e. considering the intensity of the different cases for each Home Visitor. This ensures that each home visitor has adequate support and that their capacity to take on any new cases is considered based on the level of intensity of their current cases rather than the number of families they are working with.
   2. Inappropriate Topics for Discussion at Supervision Meetings:
      1. Disciplinary and grievance matters are dealt with formally outside supervision meetings. However, this does not preclude the line manager from discussing issues that may or may not lead to a disciplinary process during a supervision session. The HV Coordination may use conflict resolution and reflective practices to help the Home Visitors work through challenges that have the potential to develop into disciplinary and grievance matters.
      2. Home Visitors may have the opportunity to raise concerns about the working practices or possible professional misconduct of other staff, particularly in relation to work with families. It is necessary to distinguish between such concerns and irrelevant issues or hearsay concerning other staff, which is inappropriate to discuss in supervision meetings.
      3. Where there exist significant personal issues that are affecting work experience/performance these may need to be referred to a trained counsellor or other professional. It is the responsibility of the PFL HV Team Leader (supervisor) to create clear, useful boundaries in this regard and to refer to them as required, such as EAP.

**Part 1: Process for Individual Supervision; Home Visitor s Meetings and Group Case Review Meetings**

PFL Home Visiting offers Individual Supervision as well as Home Visitor s Meetings and Group Case Review Meetings

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|  | **Aim and Purpose** |
| **Individual Supervision** | Ensuring the Home Visitor is supported in terms of their own individual well-being as well as ensuring their ability to provide quality care to the families they are working with. |
| **Home Visitors Meetings** | Supporting the day-to-day running of the programme considering key aspects such as recruitment and referrals, engagement levels and programme fidelity |
| **Group Case Review Meetings** | Providing a support network where cases that Home Visitors are finding challenging can be discussed and potential solutions found. |

1. **Process for Individual Supervision**

**Frequency, Length and Location**

* 1. Individual supervision meetings will be held every four weeks for the first year of employment, moving to every six weeks after this. Additional supervision can take place at the supervisor’s discretion or at the request of a staff member. Staff should be informed in their supervision contract that attendance at supervision is mandatory.
  2. Supervision should be held in such a way as to enable proper reflection and feedback. Therefore, supervision should be planned in advance so both parties have adequate time to prepare.
  3. Supervision should only be postponed in exceptional circumstances. On such occasions, the postponed session should be rescheduled as soon as possible.
  4. Supervision should take place in a location that affords privacy, and efforts should be made to avoid interruptions as much as possible.
  5. Supervision meetings, in general, will last for approximately 60-120 minutes.
  6. It is recognised that Home Visitors may need ad hoc supervision between individual sessions if an issue arises that cannot wait for the next scheduled supervision session.

**Agenda and Preparation**

* 1. All aspects of the home visitor's work can be discussed at supervision.

PFL Home Visiting has agreed on the following draft agenda for individual supervision sessions. Home Visitors are encouraged to add other topics they would like to discuss:

* + 1. Agreement of agenda
    2. Actions from previous supervision
    3. Family work
    4. Other responsibilities
    5. Teamwork
    6. Supports Required
    7. Programme fidelity
    8. Training and Development
    9. Leave
    10. Any other business
  1. The agenda should be finalised at the start of the session, and additional items should be added, if necessary, at the beginning of the supervision session. If required, these should be allotted time frames to ensure all issues are covered within the session.
  2. Both supervisor and supervisee should be fully prepared for supervision. Preparation is important to ensure the Home Visitor receives the most possible from the supervision sessions.
     1. The supervisee should send the following before supervision
        1. Any items they wish to add to the agenda
        2. Their family action log
     2. The supervisee should bring the following to supervision
        1. A list of their families
        2. Any relevant documentation relating to work progress
        3. A list of any other items they wish to discuss.
     3. The supervisor should bring the following to supervision:
        1. A list of the Home Visitors' families
        2. The supervision notes from the last session.

**Record Keeping**

* 1. Supervision should be recorded in writing in a timely and consistent manner. Written notes should be maintained by the supervisor, with a copy made available to the supervisee. All notes are emailed to Home Visitors, and each Home Visitor confirms if they are in agreement with the content.
  2. Personal information should only be recorded if it causes concern for the individual's work performance and is written with the agreement of both parties.
  3. The supervision records will record areas of disagreement between the supervisor and supervisee.

**Confidentiality**

* 1. Supervision sessions are, in general, confidential exchanges. However, the supervision contract is an organisational document that may be seen by others for specific purposes, for example, an organisational audit or where there is a grievance or disciplinary procedure in effect.
  2. Issues may be raised within the supervision session that the line manager is unable or unwilling to keep confidential e.g., discrimination or staff conflict. This should be made clear to the staff member. In this situation, the line manager should discuss and, where appropriate, agree on the action to be taken with the member of staff before raising it with other staff members.
  3. Issues of misconduct, child protection or potential criminal activity directly affecting PFL Home Visiting cannot be kept confidential, and all staff should be made fully aware of this as part of their induction.

**Disagreements**

* 1. The supervision records will record areas of disagreement between the supervisor and supervisee.
  2. If the staff member wishes to raise any issues up at the next level of management, they should use the grievance procedure as described in the NSP Grievance Policy. This policy outlines those informal efforts should be made to address issues as close to the source as possible. In relation to issues relating to supervision, this means that issues should ideally be discussed within the supervision session, and clear notes should be kept on the issues and any agreed resolutions to these.

1. **Process for Home Visitors Meetings and Group Case Review Meetings**

**Frequency, Length and Location**

* 1. Home Visitors Meetings are held fortnightly. In addition, Group Case Review meetings are held every three months as an add-on to the home visitors' meeting.
  2. Home Visitors Meetings will last for approximately 60-90 minutes. If there is a Group Case Review Meeting added on then meetings will last for approximately 90-120 minutes. The PFL HV Team Leader may wish to add extra time if there are extra cases that the team wish to discuss.
  3. These Meetings should only be postponed in exceptional circumstances. On such occasions, the postponed session should be rescheduled as soon as possible.
  4. These Meetings should take place in a relaxed environment, and efforts should be made to avoid interruptions as much as possible.
  5. Group Case Review Meetings should support team members in learning from each other’s practice and responses to individual families.

**Agenda and Preparation**

* 1. PFL Home Visiting has agreed on the following draft agenda for Home Visitors Meetings:
     1. Check-in
     2. Recruitment and Referrals
     3. Allocation of new families
     4. Overall engagement and engagement in HV activities (e.g. baby massage, parenting, etc)
     5. Roles and Responsibilities/Updates
     6. Evaluation framework
     7. Programme fidelity
     8. AOB
  2. For Case Review Meetings, extra time is allocated after this meeting to discuss cases.
  3. Preparation is important to ensure Home Visitors receive the most possible from Group Case Review Meetings. Home visitors should consider bringing cases to the discussion that may benefit from group discussion of possible strategies/responses. They may wish to bring case notes that is relevant to the topic of discussion.

**Record Keeping**

* 1. Notes should be recorded in writing and circulated in a timely and consistent manner. Each team member will take turns taking notes at the Home Visitors Meeting. In addition, the PFL HV Team Leader will take notes as actions from the Group Case Review Meeting. Home Visitors are also encouraged to take notes at the Group Case Review to allow for any timely follow-up required.

**Confidentiality**

8.10 Cases discussed during the Group Case Review are presented anonymously and information is only shared within the HV Team.

1. **Other Meetings**
   1. In addition to the above supervision/meetings, Home Visitors also attend:

* PFL Team Meetings on a fortnightly basis, which discusses the day-to-day running of the broader PFL programme.

**Forms:**

* Supervision Contract
* Supervision agenda template
* Family Action Template