

POLICY NO.24 MANAGEMENT / SUPERVISION POLICY**REV 6 DATE: 22.07.2022**

Killorglin Community Childcare Centre recognizes its responsibility to ensure that all employees have access to regular supervision and support in their work. The Board of Directors aim to continually develop and improve this model of Supervision through the Centre Management Structure that includes the Board of Directors, Manager, Deputy Manager and Supervisors. This policy is for the benefit of all employees.

Management / Supervision structures

The Board of Directors delegates the role of supervision of all employees to the Staff Union Representative (SUR) or Union Representative who in turn works with the Manager on an ongoing basis to ensure adequate supervision and support within the Centre. If required a supervision Session will be recorded between Manager and Supervisor and/or Supervisor and Childcare Assistant.

Confidentiality

The Board of Directors recognizes the importance of confidentiality of some issues discussed in Supervision Sessions. However, if any issue arises which the Manager deems to be adversely affecting the work of the Centre, and which the employee has continually failed to deal with, this may be brought to the attention of the Union Representative and/or to the Board of Directors by the Manager. In such circumstances confidentiality cannot be guaranteed. The employee will be informed of the issue being raised with the Union Representative and/or the Board of Directors.

Records

The Manager / Supervisor and Employee will jointly record and agree the decision made at each supervision Session (may be support & supervision or job chat format) and each party may hold individual copies of records. A system for recording will be agreed which may include:

- Date and time
- Job discussion
- Issues arising
- Agreed work
- Actions to be undertaken etc

Support & Supervision

It is the intention of this organisation to afford every staff member, not with standing operational requirements the opportunity to engage in a support and supervision session with a senior staff member once every 6 months. This is to afford every staff member with an opportunity to discuss their employment and how well their role in the centre is going.

Frequency and Duration of Supervision Sessions

The frequency and duration of a supervision Session may vary due to the individual circumstances and or needs of individual's supervision contracts, however it is the companies aim to provide one session every 6 months in general. A new employee will initially receive more frequent supervision. The standard duration of a Supervision Session will be decided as needed.

Feedback to Board of Directors

If required, the manager will give a verbal report to the Board of Directors at their meetings. However in the event of a serious problem arising, the manager, possibly if deemed necessary, with the staff Union Representative will raise the issue at the next Board/Union meeting or call a special meeting if deemed necessary.

Procedures in the case of difficulties

Where the Employee has difficulties with the Manager / Supervisor, the Employee may raise the issue directly with the Manager / Supervisor. If the issues remain unresolved by the following session, the union representative and/or an officer of the Board may be contacted in an attempt to reach a workable agreement

Experience and Training Required of Manager / Supervisors.

The Board of Directors recognizes its responsibilities to ensure that those who are delegated to provide supervision in the organization receive adequate training and have relevant experience The Board of Directors may also seek external expertise when necessary.

Informal Supervision

As Scamps and Scholars has a small body of staff overall, some of the supervision will be of an informal nature which is carried out on the job and may not be recorded. A staff member may request to have such supervision recorded where appropriate and likewise, management may record such supervision where appropriate.

Evaluation of Supervision process and structures

The Board of Directors along with the manager will evaluate the overall structure of Supervision once a year to ensure that it is working well and to consider what changes are necessary.

Any further discussions between staff and management / board will be dictated to by the contract of employment between the centre and staff member.

External Continuous development programmes

It is the intention of Scamps & Scholars to engage, where possible in CPD programmes operated externally to this centre.

It may be necessary to use a cascading protocol (Manager / supervisors / staff) to ensure our interaction which such schemes do not impinge on the standard operation of the centre but the matter will be reviewed where necessary and the best options to achieve the highest standard within the centre will be adopted to access same.

APPROVAL DATE: _____

IMPLEMENTATION DATE: _____

SIGNED: _____

(On behalf of the Board of Directors)

Supervision Session - Employee Form

Date: ___/___/___ to ___/___/___

Employee: _____

Supervisor/Manager: _____

What have I done since the last session that I am pleased about? _____

How has my work improved? _____

What factors have helped me work better? _____

What have I done since my last session that I am unhappy about? _____

Why did I do it that way? _____

What would help me to do it differently in future? _____

Have I done what I set out to do in the last session? If not, why not? _____

What do I want to do before the next Session? _____

What will the emphasis and priorities in my work be? _____

How do they fit into the priorities in the service? _____

Am I happy with the amount of work I have to do and the condition in which I work? ____

If I am unhappy what could improve the situation for me. _____

Is anything or anyone at work creating a problem for me? _____

How could this be dealt with? _____

What support or training do I need in order that I may do my job more effectively? _____

Other comments

Support & Supervision

Name Supervisee: _____

Date of supervision: _____

Name Supervisor: _____

Length of session: _____

Key discussion points - (includes a review of actions from the last S&S, skill enhancement, professional development, reflective practise & support & accountability)	Where are we now?	Where & how do we improve matters	Actions	By whom & when

Next meeting: _____

This is an agreed record of supervision session

Signed Supervisor _____

Signed Supervisor _____