

**POLICY NO.24 MANAGEMENT / SUPERVISION POLICY****REV 5 DATE: 16.08.2021**

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 in turn 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 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 3 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 3 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 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 raises the issue directly with the Manager / Supervisor. If the issues remain unresolved by the following session, the union representative 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. 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 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

---

---

---

---