



Supervision Policy and Procedure

Swansea Asylum Seeker Support (SASS)

Introduction

Effective supervision and appraisal are fundamental to the delivery of high quality services and form an important part of SASS performance management process. Performance management involves setting out the expected standards of performance and managing, supporting and developing staff to achieve in their work.

SASS is committed to ensuring that all staff receive regular and effective one-to-one supervision sessions, to monitor the progress and quality of work and provide support and encouragement for staff so they can carry out their duties successfully.

SASS wants its staff to have opportunities to receive regular feedback on their work.

This policy sets out the purpose and importance of supervision at SASS.

Benefits of Good Supervision

SASS believes in creating an environment where staff can provide excellent services for all our community. Regular supervision assists with this, and benefits staff by:

- Offering clarity of their job role and activities
- Giving time to reflect on work
- Encouraging a feeling of being valued and supported
- Enabling a motivating environment

Responsibility

It is the responsibility of the designated manager to ensure that supervision is provided for all their staff. Both parties have responsibility to ensure effective supervision takes place. This includes contributing to the agenda, preparing for the session and agreeing who is responsible for the follow-up actions.

The Purpose of Supervision

Regular supervision provides an occasion for staff to meet with their line manager on a one to one basis. Supervision is an opportunity to review a staff member's work, to monitor their progress, to review the direction of their work and to plan future activities. During supervision gaps in skill, and training and development needs can be identified.

The purpose of supervision is to focus on three aspects: Work performance, support and learning and development.

Work Performance

During supervision we:

- Take the opportunity to review progress against the job description and objectives and plan future activities
- Provide constructive feedback on performance and achievements
- Challenge supportively and constructively
- Review workload
- Take the opportunity to review support or training and development needs
- Address issues, provide support and problem solve
- Celebrate achievements

Staff Support

- Identify any areas for improvement
- Discuss recordkeeping, monitoring and evaluation of activities
- Approve timesheets, annual leave or other planned absences
- Give time to discuss personal circumstances which may be affecting job performance
- Deal promptly and effectively with issues of poor performance
- Consider emotional well-being/work-life balance

Learning and Development

- Review learning and development and how it's being applied in the workplace
- Check understanding and application of policies and procedures.

What Can Staff Expect from Supervision

- Understanding from the supervisor of their work and workload
- Discussion around work and agreed targets
- Support, constructive feedback and guidance
- A place to address issues and plan ahead
- A note of the sessions
- An assessment of their training needs
- Acknowledgement and praise
- A place to offload

Frequency

Supervision sessions are conducted on a 1 to 1 basis and will take place every eight weeks. This can be varied by agreement by both parties depending on the nature of the job. However we would expect all staff have a minimum of 5 supervision sessions per year.

Record Keeping and Confidentiality

The exception to the rule of confidentiality is detailed below and in the Supervision Agreement in [Appendix 1](#). A record of the content of each session will be noted by the designated manager on the Supervision form shown in [Appendix 2](#). The notes should be read (and signed) by both parties, (as a true and accurate record of the session.)

A copy will be retained by both parties and will remain confidential *unless* information is disclosed such as safeguarding information, abuse of SASS policies, or a disciplinary or grievance issue. It then becomes the responsibility of the designated manager to notify the staff that this information will be referred to a more senior manager or trustee in line with the relevant policy and procedures.

Records will be kept by each supervisor. A summary action sheet, with agreed timescales, will be completed during or immediately after each session. It is important that any agreed actions are monitored and followed up in subsequent sessions.

Supervision Agreement

Our Supervision Session Agreement is detailed at [Appendix 1](#) and should be signed by both parties before a supervision arrangement commences. The agreement will be formally reviewed annually (one year after the date it is signed).

Appendix 1**Supervision Agreement**

This agreement is between:

Line Manager / Supervisor

Name: _____ Job Title: _____
and

Supervisee

Name: _____ Job Title: _____

Both parties agree to:

Frequency:

Supervision sessions will be organised at the beginning of the year and take place every _____ (A minimum of _____ sessions per year must be held) If a supervision session is not held/attended another will be organised within 1 week.

Preparation:

It is expected that both the Manager and the Supervisee will prepare in advance for supervision. The Manager will make notes of the session on the supervision session record. Supervision records will be stored securely in the staff personnel file either electronically or a paper record.

Confidentiality:

A copy of the record will be retained by both parties and will remain confidential *unless* information is disclosed such as safeguarding information, abuse of _____ policies, or a disciplinary or grievance issue. It then becomes the responsibility of the designated manager to notify staff member that this information will be referred to a more senior manager or trustee in line with the relevant policy and procedures.

Signed:

Supervisee: _____ Date: _____

Manager: _____ Date: _____

Your supervision agreement will be reviewed one year after the date on which it is signed

Appendix 2**Supervision Form****Name of Supervisee**

Job Title

Name of Supervisor

Date of Meeting

Work Objectives and Performance

Work Objective	Progress Report	Action Required (and by who)	When

HR matters e.g. annual leave, TOIL, etc.**Learning and Development Feedback**

Date	Training Attended	Learning Points and Implementation

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08/04/2025

Learning and Development Feedback

Signature of Supervisee

Comments from Supervisee

Signature of Supervisor

Comments from Supervisor