



PONY PARTNERSHIPS C.I.C

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VOLUNTEER & STAFF SUPERVISION POLICY

Name of Organisation: Pony Partnerships CIC.

Venue/address for which policy applies: All venues

Date of last review: 31st January 2020

Date of next review: 31st January 2021

Name of author: Danielle Mills

This policy relates to the following documents and policies:

- **Health and safety**
- **Equal opportunities**

INTRODUCTION

This document describes the Pony Partnerships CIC policy for the support, supervision and recognition of staff/volunteers and is in 3 parts

Part 1 – Staff/volunteers support, supervision

Part 2 – Staff/volunteers recognition

Part 3 – References for Pony Partnerships CIC Staff/volunteers s

The policy should be read in conjunction with supporting policies and guidance documents referred to throughout the document.

Details of staff/volunteers support, supervision and recognition, including problem solving, are recorded, managed and stored securely in accordance with the Data Protection Act 1998 and the <https://www.eugdpr.org/>. A staff/volunteers may request a copy of any information held on their record at any time.

PART 1 – STAFF/VOLUNTEERS SUPPORT AND SUPERVISION

This policy describes the Pony Partnerships CIC approach to the support and supervision of staff/volunteers.

Pony Partnerships CIC recognises the value staff/volunteers bring to the work of the organisation. We need to ensure that high quality services are provided to service users and staff/volunteers are successful in their roles.

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Life on
DREAMS



We are committed to providing all staff/volunteers with regular support and supervision to enable them to:

- develop their skills
- learn from their experience
- carry out their role effectively

All staff/volunteers are offered both formal and informal support and supervision. This is integrated into the staff/volunteers ing experience and continues throughout the period of staff/volunteers ing. Providing good quality support and supervision demonstrates Pony Partnerships CIC’s commitment to staff/volunteers and the services they support, and helps staff/volunteers develop and feel motivated, valued and part of the organisation. Where staff/volunteers are practising therapists, they should also seek out Clinical supervision as part of their professional practice.

Principles

Regular support and supervision is essential for staff/volunteers to:

- discuss issues, ideas, problems and concerns
- receive feedback on their contributions to the organisation
- feel part of the wider team and combat the isolation of some roles
- feel valued, accepted and motivated
- enable their development and enhance their skills and knowledge
- identify their learning and development needs
- consider possible progression within the organisation Regular support and supervision allow us to:
- demonstrate our commitment to staff/volunteers s
- ensure staff/volunteers are satisfied with their roles and are motivated
- ensure the staff/volunteers role is being undertaken to the required standard
- ensure Pony Partnerships CIC policies and procedures are being followed
- identify staff/volunteers s’ aspirations and motivations
- avoid problems or solve any problems that may arise
- evaluate the effectiveness of our staff/volunteers management practice
- sustain a well-motivated staff/volunteers workforce that feels valued, respected and committed to the organisation and provides high quality services to service users

Without support, many staff/volunteers may have difficulty in undertaking their role or getting fulfilment from their involvement with us. With little encouragement or direction about their contributions, staff/volunteers will soon feel demotivated and will probably leave. This is a waste of resources and may cause damage to our reputation.

Supporting and supervising staff/volunteers

Support and supervision may be provided in different ways depending on the needs of the organisation and staff/volunteers. We will consider the needs of the individual as well as the role being undertaken. Approaches may vary during the time someone staff/volunteers with us and a combination of methods may be used.

We recognise that:

- Support is usually for the benefit of the individual
- Supervision is usually for the benefit of the organisation

All staff/volunteers are allocated a named supervisor who is responsible for providing support and guidance on a day-to-day basis. In their absence, another named member of staff should be available.

Informal support is provided through personal contact on a day-to-day basis. This may include:

- greeting and welcoming staff/volunteers
- providing regular praise and thanks
- providing immediate feedback
- working alongside staff/volunteers
- providing coaching and encouragement, especially in the early stages of a new role or when problems have been identified
- making regular, frequent contact by phone, text, Skype or email as appropriate

All staff/volunteers are given access to Educare Online training through Derby City Council to access free CPD training.

Staff/volunteers who are involved with us on a regular basis receive scheduled support and supervision sessions held at regular intervals appropriate to their role.

Scheduled support and supervision sessions are provided to:

- discuss how the staff/volunteers is performing in their role
- recognise successes, achievements and positive progression
- identify any development needs
- discuss any issues or concerns
- discuss plans or aspirations

Staff/volunteers undertaking short, one-off opportunities receive support and supervision during and at the end of their involvement with us.

Peer-to-peer support may be provided by a competent staff/volunteers undertaking the same or a similar role who is available and able to support staff/volunteers new to the organisation or to a new role. This can be informally (e.g. one-to-one, in pairs or in small groups) or more formally as mentors or buddies. However, where this is done, it is important to identify the support, knowledge and skills the experienced staff/volunteers need to carry out the support role.

Where groups of staff/volunteers carry out a similar role or are involved in a specific activity, regular group sessions may be arranged as a useful, cost effective way to provide support and supervision.

Group sessions (organised electronically or in person) are provided to:

- discuss common issues and concerns
- facilitated group learning and development

- share ideas and suggestions
- present information and updates
- build relationships and peer support

Support and supervision sessions are the best way to make sure staff/volunteers give and receive feedback as they provide an opportunity for an open and honest two-way conversation. It is an opportunity to talk in a confidential setting and for the supervisor to listen to and discuss the wants, needs and concerns of the staff/volunteers.

Feedback provided to the staff/volunteers should be clear, honest and competence- based. It should balance positive feedback and praise for achievements with any specific areas of concern or areas for development. Where there are problems with performance or behaviour these should be raised and presented as a shared problem and discussed to agree ways to address any issues¹.

We are committed to providing positive and rewarding experiences for staff/volunteers s. However, we realise problems do occur occasionally and we are committed to making sure a transparent process is available to resolve any issue. We aim to resolve all problems openly, fairly and quickly to:

- Protect clients
- Protect the staff/volunteers and anyone else involved
- Minimise any disruption to other staff/volunteers, service users or staff
- Demonstrate we respect our staff/volunteers
- Protect the reputation of the organisation

See the Pony Partnerships CIC Complaints Procedure for details of how we deal with issues that are raised about or by a staff/volunteers.

Details of staff/volunteers support and supervision are recorded and managed using our single central record.