

VOLUNTEER WELFARE POLICY

THE AIMS OF SUPERVISION ARE:

- ✓ To ensure volunteers know what is expected of them
- ✓ To ensure volunteers carry out their duties effectively and efficiently
- ✓ To ensure good practice and to challenge and manage poor practice
- ✓ To ensure that health and well-being issues are addressed
- ✓ To ensure that volunteers operate in an anti-discriminatory way, and in line with good practice

DEFINITION OF SUPERVISION

Supervision is a regular one to one meeting between the Volunteer Welfare Officer (VWO) and supervisee in order to meet organisational and personal objectives. Supervision forms a key part of individual performance management.

FORMAL AND INFORMAL OR 'AD HOC' SUPERVISION

'Formal' supervision will be recognised by regular, planned, private, one-to-one meetings, on an on-going basis between volunteer and the WFO.

Even when supervisees and supervisors work closely together, it does not eliminate the need for private one-to-one time together on a regular basis. The focus of these sessions is wholly on the individual, their performance, their development, and any issues arising from their work that do not arise on a day-to-day basis.

Supervision takes place once a year. New volunteers will be supervised on more frequently on an individual basis over their first year. For a new volunteer the session supervisor will report back to the VWO if needed.

The Secretary will keep a record of all supervisions taking place.

DISPUTES

Disagreements should be initially dealt with by discussion between the WFO and volunteer, or by reference to the Chair/ Management Committee. Any further dispute not dealt with in this way should be addressed within the usual Disciplinary procedures.

RECORDING

The recording of supervision sessions is the responsibility of the WFO. The record should be detailed enough so that an issue can be revisited, if necessary, at a later date and still be understood. A short summary of the discussion and the decisions or action points arising from it should be sufficient in most cases.

Records should clearly detail any decisions that have been made, the reasons for these, any agreed actions including who will take responsibility and the timescale for carrying out these actions. The records should be signed and dated by both parties. If there is disagreement as to the content of the record this should be recorded by the supervisor.

STORAGE AND RETENTION

A specific supervision file should be maintained (for hard copies) by the Data Controller so that the record can be reviewed at appropriate times.

CONFIDENTIALITY AND ACCESS

Supervision is a private but not a confidential process. This means that the records are the property of the organisation, not the individual. From time to time supervisors will need to discuss the content of supervision sessions with others, eg: the Management Committee or Trustees. This should always be with the knowledge of the supervisee. Access to supervision records should be controlled and all records should be locked away. Other people may from time to time require access to supervision records.

REVIEW

This policy will be reviewed every two years

Date.....

Signature (Chair).....

Signature (Secretary).....