



# مبرة الشاكري للتكافل الاجتماعي

Shakiry Charity for Social Solidarity

(Ex Iraqi Charities Forum)

(رابطة المبرات العراقية سابقاً)



## POLICIES AND PROCEDURES

### SUPERVISION PROCEDURE

#### 1. Supervision statement

Shakiry Charity for Social Solidarity acknowledges that every member of staff needs appropriate supervision and support in order to carry out their work effectively and to provide a good quality of service.

#### 2. To whom the Procedures apply

All workers, paid and volunteers, are entitled to receive support and supervision in their work. Supervision will be provided as follows:

- The Coordinator will receive supervision from the Chair of Shakiry Charity for Social Solidarity Management Committee and/or external and non-managerial supervision as deemed appropriate.
- Shakiry Charity for Social Solidarity workers will receive supervision from the Coordinator.

#### 3. Supervision Meeting

##### I. Frequency of Meetings

Each Worker will receive supervision appropriate to their experience and need, and frequency of sessions will vary according to the nature of the post as follows:

Coordinator: Supervision session as least every six weeks

Workers: Supervision session at least every five weeks

##### II. Format of Meetings

Each Supervision meeting will follow a standard agenda. Both the supervisor and the supervisee, however, will ensure that they have prepared issues that they wish to bring up at supervision meetings in advance.

All meetings should as a minimum take account of the following:

[Standard Agenda]

- i. Review of progress and performance against work plan objectives and targets since previous supervision meeting
- ii. Assessment of current workload and anticipation of future work, and any problem areas
- iii. Feedback from file reviews (for workers involved in providing advice)
- iv. Training and development needs arising from the supervision meeting

At least one hour will be set aside for each session, which will take place in a confidential space.

#### **4. Record of Meetings**

A record of each meeting will be kept by the supervisor. One copy of the completed record will be kept in the worker's personnel file; another copy will be passed to the relevant worker.

#### **5. Confidentiality**

Issues discussed during the meeting will remain confidential, except where the participants mutually agree to take further action, or where the supervisor believes that the issue identified falls outside of supervision e.g. giving rise to disciplinary action. If this is the case, she/he will inform the supervisee that something has been disclosed which could lead to further action and ensure that the matter is discussed no further during the meeting. Any disciplinary matters will be the subject of the disciplinary procedure.

Other than as outlined above, the supervisor will undertake not to share information gained from the supervision session with anyone other than the supervisee.

#### **6. Poor performance and Disputes**

Instances of poor performance, misconduct, poor time keeping or other poor work practice on the part of the supervisee should be raised by the supervisor. If the practice is persistent, the matter will be dealt with according to the Disciplinary Procedure.

If, in the context of supervision sessions, a dispute arises between the supervisor and the supervisee, the matter will be dealt with according to the Grievance Procedure.

Neither issue should be dealt with within the supervision sessions.