



Supervision

Policy

Statement of Purpose

This policy provides a framework for the supervision of all volunteers working with Land of Oak & Iron Trust (LOIT) and sets how volunteers can expect to be supervised providing project managers with the key elements needed to supervise volunteers effectively so as to achieve our planned objective.

The aims of supervision are

- To ensure volunteers know what is expected of them
- To ensure volunteers carry out their duties safely, 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 assist in the development of volunteers
- To ensure that volunteers operate in an anti-discriminatory way, and in line with LOIT policies and procedures

Definition of supervision

Supervision is the process of managing volunteers through a planned project in order to meet our objectives. The supervisory role will be carried out by the project leader.

Roles and responsibilities of the Supervisor

Supervisors must ensure that appropriate supervision takes place for all volunteers for whom they have responsibility. Supervision must be conducted in accordance with this policy and guidance.

Disputes

Disagreements should be initially dealt with by discussion between the supervisor and volunteer, or by reference to a Trustee if necessary. Where disputes cannot be resolved a quorum of Trustees shall make a final decision.

General Guidance for Supervisors

These guidance notes may be used as a checklist to help you audit your supervision practice, and help you to get the best out of the volunteering experience, both as a supervisor and volunteer.

To ensure a good outcome to your project you should:

- a) Plan in advance identifying risks, roles and responsibilities;
- b) Clarify tasks and areas of work that you expect of the volunteer(s);
- c) Encourage honest and open discussion of issues;
- d) Praise work done well;
- e) Listen, summarise and check out;
- f) Support volunteers, and build on existing skills and knowledge;
- g) Anticipate problems and issues before they get serious;
- h) Be clear in your communications;
- i) Check that instructions have been understood;
- j) Do what you say you will do;
- k) Be specific in any comments you make relating to the volunteers performance;
- l) Make your own experience, knowledge and skills available to help the volunteer;
- m) Acknowledge and address conflict and tensions openly;
- n) Think who else can help with the issue;
- o) Give yourself time to seek further information or seek advice, if you're not sure;
- p) Help volunteers to reflect on their practice, e.g.: what worked, didn't work, why, and lessons for the future.

Common Barriers to the delivery of effective supervision can include:

- 'Dumping' – saving up criticisms and discussing them all at once;
- Unclear or unrealistic goals for volunteers;
- Telling rather than listening;
- Failure to offer constructive commentary on performance;
- Misuse of power, e.g.: bullying, harassment, victimisation;
- Emotional issues unaddressed;

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