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Community  
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Help Point



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**“Working to Empower the Community”  
in Lancashire and Cumbria**

**Pamela Beswick - Chief Executive Officer**

## Supervision at Signposts

### What is Supervision?

Supervision sessions are designed to be a regular opportunity for you to discuss your involvement at Signposts. They offer you an organised time and safe space to consider your work, in order that you can improve your confidence, access support and match your skills with the needs of Signposts. Supervision is an opportunity to reflect on your own practice, celebrate what has gone well, and consider alternative approaches to pieces of work that have gone less well. Supervision offers mutual space to consider ways in which the organisation can benefit from your knowledge and experience and identify areas for self development.

Supervision also provides the ideal time for you to:

- mention that idea you've had for making the project run a bit more smoothly
- ask why a particular policy exists, or what it means in practice
- ask what you should do if you were in a particular situation that you're not quite sure how to handle.

### How long will my supervision take?

The session usually last between 30 minutes and an hour, although this may vary depending on what needs to be discussed.

### Who will do my supervision session?

A suitably trained volunteer or member of staff who is your line manager.

### What sort of topics may be covered in a supervision session?

The agenda for the session will normally be set jointly by you and your supervisor at the start of the session, but some of the regular topics that may be discussed include:

- Positive and negative experiences since your last supervision
- New things you would like to try
- Problems that you have been having, and their possible solutions
- Your role within the project
- Your professional relationships with other members of the team
- Any training that you feel that you need, and possible ways of meeting these needs
- The key tasks that you would like to accomplish over the next few months

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## **How confidential will the supervision session be?**

The discussion that takes place in the supervision is intended as confidential between the supervisor, the person being supervised and the Chief Executive. Notes taken during the supervision will be written up by the supervisor and then agreed with the person being supervised before being placed on file. Access to this file will be limited to the supervisor, the person being supervised, the Chief Executive and the other full-time members of staff, on a “need to know” basis only. In the case of a supervisor needing to change, the new supervisor will also have access to the supervision notes that have previously been taken, in order to ensure continuity.

As a result of the discussion that takes place in the supervision session, you may agree to the supervisor discussing the issues involved with another member of the team in order to act on your agreed goals.

The only exception to this policy of confidentiality is if a topic is discussed which falls within the exceptions listed in the Signposts Confidentiality and Child Protection Policy.

## **What should I get out of a Supervision session?** (see also Training and Development Policy)

- Learning about the way you work
- Learning about alternative ways to deal with difficult situations
- Awareness of your training needs and what practical opportunities exist to meet them
- Support over any professional issues that you have encountered whilst working at Signposts
- A plan of action that is agreed by both you and your supervisor at the end of the session, detailing who is responsible for doing what as a result of the discussion that has taken place.

## **Ultimately, the supervision session aims to:**

- Assist you in your personal growth and learning
- Ensure that you are aware of, and work within, the policies of Signposts
- Ensure Signposts grows and develops through listening to the ideas of all the team and maximising their potential by ensuring volunteers’ abilities are being used appropriately and that volunteers are being supported well.

Chief Executive

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