



## **MDI Internal Support & Supervision Policy**

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This support and supervision policy applies to all staff employed by Muscular Dystrophy Ireland.

### Definition of supervision:

“Supervision is a process in which one worker is given responsibility to work with (an) other worker(s) in order to meet certain organisational, professional and personal objectives. These objectives are competent, accountable performance, continuing professional development and personal support” (Adapted from Harries 1987)

### Philosophy and Rationale for Support & Supervision:

Support and Supervision will, through the integration of an enabling/supportive mechanism with a managerial/accountability function, facilitate the development of staff so that they are better able to undertake the duties required of them. In addition, effective support and supervision will facilitate individual and organisational changes enabling to continually offer an improving service.

Supervision is a partnership between the supervisor, the supervisee and management in Muscular Dystrophy Ireland.

### Principles of Support & Supervision:

Support and Supervision is not optional but is a ‘right’ for all grades of staff regardless of seniority. The direct line manager of each service will provide support and supervision to staff under their line management responsibility.

The CEO provides support and supervision to the Heads of Services and other management staff.

**Support and Supervision should be undertaken approx. every three months or earlier depending on the needs of staff, with a maximum of three to four per annum taking into consideration annual leave. Support and Supervision will take place via phone support and face to face when possible.** Additional supervision may also be undertaken as identified by the line manager.

The details of frequency should be decided by supervisor and supervisee at the initial meeting and will then form part of the contract. Support and Supervision and appraisal are complementary to one another and they should be evaluated and reviewed simultaneously.

It is the supervisor’s responsibility to ensure that protected time is identified in an environment that is conducive to undertake individual support and supervision.

### Contract:

A contract for support and supervision is made between the supervisor and supervisee. This contract will be made for all staff regardless of the length of time the worker may be employed. It is envisaged that the contract will be drawn up within the first month of taking up duty. The limits of confidentiality must be

specified within this contract along with acknowledgement of the supervisor's responsibility for managerial accountability.

#### Recording:

Each support and supervision session should be recorded by the supervisor on the supervision record. This record is a Muscular Dystrophy Ireland document but will be held by the supervisor in a secure password protected folder. The record of the session should be discussed with, seen by and signed by the supervisee. Any differences of opinion between the supervisee and supervisor should be clearly noted. Copy of support and supervision notes should be retained by the employee and supervisor and held for one year to inform the next appraisal.

#### Confidentiality:

The line manager and staff should respect confidentiality of their own supervision with peers. Confidentiality and proper discretion will be maintained, as far as is possible. However there are limits to the confidentiality when it is necessary to repeat issues raised in supervision (both individual and organisational). This may be, for example, where serious risks are present or where work safety is an issue. Access to the supervision record by anyone other than the supervisor and supervisee would be in exceptional circumstances only, for example, as part of a disciplinary procedure, the supervisor/supervisee would be informed that this would occur.

#### Supervision Session

- Start the session on time
- Clarify agenda
- Check in and see how each is in a general way
- Check if there are likely to be any unavoidable interruptions
- Prioritise the agenda as far as possible around the staff needs.
- Discuss and review 'main work' items
- Review other work
- Look at developmental training or personal issues relating to work
- Share any information/briefing
- Agree agenda for next session
- Record session
- Note any areas of disagreement ensuring that both points of view are recorded.

#### External Support and Supervision Policy:

As outlined in the MDI Staff Handbook 2012 pg46-47.