

Family Time Workers SUPERVISION Guidance

This guidance is to be used to support the supervision process for Family Time Workers and is an inherent part of professional supervision.

1. Rationale and Guidance Considerations

The Family Time Supervision Guidance is in relation to the Family Time Workers supporting Children and Young people and their families. This guidance advises and offers structure to workers in expectations of supervision, structure and frequency. This will enable practitioners to be supported in the service in relation to their work practices.

Supervision promotes staff development and provides chances for greater knowledge, improved skill and better understanding, not as an end in itself but as a means to develop and improve the level of service to children and their families. Good supervision can increase reflective practice and research has shown that good supervision is associated with job satisfaction, commitment, and staff retention.

Supervision and appraisals are core elements of the staff development process for all team members, paid or unpaid. Team meetings and mentoring also form part of a quality support and supervision, and team development structure for the staff team.

The purpose of supervision is to provide support to team members as well as to promote and provide accountability for work practice. Good supervision supports an opportunity to reflect, look at the development of the work, including the role and development of the staff member's knowledge, skills and competencies.

Annual Personal Growth and Performance Reviews (PGPRs) meetings provide an opportunity to acknowledge an individual staff member's strengths and a context for setting new professional development goals and the opportunity to review mid-year. PGPRs also contribute to identifying training and development needs of staff members so that these can feature in service Learning and Development plans..

Family time is critical to the work we do with children and families and is an essential and important component of a child's life story and experiences.

Staff members need:

- This guidance to ensure that they will be appropriately supported in their very important role.
- To be able to discuss the day-to-day issues, challenges and opportunities that inevitably come with providing quality family time, and education to young children and interacting with their parents/guardians.

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- A safe space in which to be able to address any potential challenges associated with interacting positively at all times with their colleagues/parents/carers.
- To be accountable for the quality of their practice.
- To be given key information that relates to their position in the service, in an appropriate context and to be confident in having specific time dedicated to their particular support needs, by their manager.

All staff members must have a regular, consistent and uninterrupted supervision meeting with their *supervisor/manager* based on a negotiated agreement to:

- Support them in their work.
- Ensure that they are clear about their role and responsibilities.
- Ensure that, in their respective roles, they meet and are adhering to the council's expected values and behaviours.
- Ensure a positive atmosphere for family time.
- Support their professional development.
- Help keep stress to a minimum.
- Ensure that they are given the resources to do their job.
- Provide an opportunity to voice their ideas and concerns.
- Ensure the quality of service provided to children and families.

Staff members are encouraged to reflect on the quality of their practice, continually update their knowledge base and raise any safeguarding concerns.

Staff members will be supported appropriately in the case of child protection concerns and outside support will be sought if it is needed.

All staff members are entitled to:

- Respect as a person and in their role.
- Clarity in relation to their role and responsibilities.
- Clarity about the boundaries of confidentiality – where it is necessary to inform others of something that arises during supervision, the supervisor and supervisee should discuss how this can be done.
- Clarity about expectations.
- Have their experience and contribution acknowledged.
- Be briefed about changes in the service in a timely way.
- Participate in planning and problem solving and not just be told what to do.
- Access to continuing professional development/training relevant to their job.
- Clarification about the service's policies and procedures.
- Clear performance targets.
- Be allocated an appropriate and manageable workload.
- Clarity about the basis of decisions that impact on them either directly or indirectly.
- Regular and uninterrupted supervision.

- Formal annual appraisal.

The supervision programme will be reviewed at least annually to ensure that remains effective.

Staff Annual Personal Growth and Performance Reviews will be carried out for each staff member in accordance with the council's relevant policies and procedures.

2. Procedures & Practices

2.1. Supervision

Before the first Supervision Meeting, an initial discussion takes place between supervisor and supervisee to discuss what supervision is and also what it is not, and to outline the frequency, duration and format of supervision meetings. Both participants' expectations are discussed, clarified and agreed at the beginning of the supervision relationship.

A Supervision Meeting will be scheduled *monthly*. The meeting will generally be a minimum of one hour's duration and should be held within a place where both supervisee and supervisor mutually agree on.

There will be an agreed agenda/ template for the meeting.

- *General*
- *Care and welfare of family time worker.*
- *Any worries/positives about role/undertaking family time.*
- *Any new ideas/reflections on quality practice.*
- *Any concerns including, but not limited to, child safeguarding concerns.*
- *Networking with teams*
- *Training needs/ update on completion of mandatory training*
- *Team meetings*
- *Health and safety issues.*

2.2. Records and record keeping

The supervision session is recorded by the supervisor and the record kept in accordance with good practice, and Hull City Councils supervision policy. Both supervisor and supervisee sign the record to ensure that it is an accurate and fair reflection of the discussion and decisions. Decisions made at one session will be followed up at the next session to ensure they were acted upon.

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