

Supervision

What is supervision?

Supervision is an integral part of the performance management and personal development process which also includes Appraisals and Personal Development Reviews.

There are two main types of supervision which come under the remit of Line Management and Clinical or Practice Supervision.

The three main purposes of supervision are:

Managerial

- Workload monitoring, prioritising, planning and management
- Ensuring work reaches appropriate standards
- Addressing quality control issues

Educative

- Developing an understanding of skills and ability required in the workplace
- Identifying training and development needs
- Exploring alternative ways of working

Supportive

- Exploring reactions to issues that are affecting a person's performance at work
- Offering practical and emotional guidance

Supervision can be in any one of these areas, however, often it includes elements of each of these areas. aim2aim's Supervision uses reflective practice and a coaching style of delivery to enable supervisees to consider their own practice and how they can develop personally and professionally.

Clinical or practice supervision is a relationship between the individual engaged in professional practice and an experienced supervisor in the required field. It uses reflective practice and shared experiences to form the basis of a continuous professional development process. Clinical supervision is defined as "a formal process of professional support and learning which enables individual practitioners to develop knowledge and competence, and assume responsibility for their own practice" (Department of Health, 2003).

What are the benefits of Supervision?

Although not always compulsory it is increasingly recognised as good practice that all staff including Managers, the Registered Person of organisations under Ofsted or the Care Quality Commission as well as professional Social Workers have access to supervision. It has been recognised that there is a clear link between supervision and the quality of health and social care services. Supervision promotes, and is part of, the continual professional development of all individuals at work.

Benefits to the employee include:

- “Space” is made available away from their work in a private one-to-one setting
- Potential problems can be shared and discussed
- Areas of work that need improvement can be identified at an early stage
- Training and development needs can be identified
- Feedback can be received about work
- Feelings of being valued by the service can be generated
- A relationship can be developed with their supervisor, lessening isolation
- Clarity can be developed about the work role
- Motivation and job satisfaction is often increased
- Communication between the employee, supervisor and employer can be streamlined

Benefits for the Manager and the service can include:

- Problems can be identified at the earliest opportunity
- Staff have an outlet for their feelings which can reduce stress and burnout
- Staff retention rates may be increased
- Staff can become more motivated and committed to their daily work
- Objectives can be monitored
- The service’s objectives can be clarified
- A relationship can be developed with the employee
- There can be improvements in staff performance
- Staff members can grow skills and be of increasing ongoing benefit to the organisation
- Communication may be improved between the employee, supervisor and employer
- As staff performance rises there is often a decrease in complaints about the service and an increase in satisfaction

Who can benefit from supervision?

- All staff can benefit from having a designated time and space to discuss and explore issues with an objective external person who can act as a sounding board, and offer support, guidance and help to consider new or different ways of doing things.

- aim2aim can provide supervision to Managers, the Registered Person, as well as a range of professional staff including Social Workers.

Benefits to the people who use your services include:

Clients of your services benefit from increased employee motivation and focus, a more efficient organisation and early resolution of any problems, all of which mean a better quality of service is experienced by the client.

aim2aim Supervision sessions offer:

- Space to explore and reflect on professional concerns
- A style of questioning that allows you to think about things from different angles and perspectives
- Consideration of new or different ideas
- Clarity instead of confusion and chaos
- Tools to develop yourself and your skills, as well as those of your staff team
- Someone to bounce ideas off and act as a sounding board
- Capacity to further your own learning and development by transferring formal learning into the workplace
- Support to plan and implement objectives
- Action plans to keep you on track to achieve your goals
- An opportunity to work on personal development issues that may be holding you back

Where can supervision take place?

Supervision can take place in your workplace in a suitable room where you will not be disturbed for the length of your supervision time. For this reason it is inadvisable to have supervision at your desk as the likelihood of being disturbed by others is high. Having supervision away from your place of work can be very beneficial as this can give you a sense of perspective on your work, gained by removing yourself from your everyday environment.

Most individuals require supervision on a monthly or six weekly basis.

Note: External supervision provided by aim2aim cannot provide a clinical governance accountability role