

ACTION FOR HEALTH, EDUCATION AND DEVELOPMENT (AHEAD)

STAFF SUPERVISION, APPRAISAL AND SUPPORT POLICY

INTRODUCTION:

AHEAD recognises that its staff works in an area, which can be very demanding and stressful. We accept the responsibility to support staff in undertaking their work. A key part of the support will be to provide regular supervision, external support and appraisal with a view to identifying effective strategies for staff development to enable them to fulfil their potential.

1. SUPERVISION

- The purpose of supervision is to provide support, guidance, and assistance to employees to ensure that they are planning their work effectively and achieving work satisfaction. Supervision should take place on a regular cycle of four weeks where possible or as agreed with the line manager.
- Notes will be made by the line manager/employee during supervision clearly recording any decisions & actions, which will be typed up and a copy given to the employee/line manager. This will be agreed at the start of supervision. Both parties should sign the record as correct at the next meeting. Any changes required should be noted and added to the notes of the next meeting. Any disagreement about content of discussion or decision should also be noted and if this cannot be resolved informally at the meeting, should be addressed under the terms of the grievance policy.
- Whilst the line manager will observe the principles of confidentiality in regard of information given by staff during supervision, it is to be understood that some issues raised may have to be discussed with other staff both paid and unpaid or with members of the board; or in the case of policy, strategy or finance with the full board who are responsible for these issues; or where there is the possibility of criminal activity or prosecution with the relevant bodies.
- Notes from supervision will be held in the appropriate personnel file.

2. APPRAISAL

The purpose of the appraisal is to:

- formally monitor the overall achievement of employees in relation to their job description;
- to plan work strategically; and
- to complement supervision.

Appraisals should occur at least once every twelve months but many be required more frequently if:

- the employee is a new member of staff (see the Terms and Conditions of employment) or
- there are concerns about an employee's performance.

THE PROCESS:

- **Stage 1.** The line manager and the employee will agree a date for appraisal a minimum of one week in advance. They will each make notes prior to the meeting under the following headings:
 - Achievements (since commencement of employment or previous appraisal)
 - Difficulties encountered (since commencement of employment or previous appraisal);
 - What factors hinder achievement or cause difficulty;
 - Training or other assistance needed;
 - Accuracy of job description.
 - In the case of new employees work targets and time frames will be discussed and used to draft a work plan; or
 - In the case of established employees, work plans will be reviewed to assess what has been achieved, or what has prevented targets being achieved, to enable a revised work plan to be produced;
- **Stage 2.** At the agreed meeting time formal discussion will take place about points raised. Notes will be made of the appraisal by the line manager. Points of agreement and disagreement will be noted.
- **Stage 3.** The notes will be typed up by the line manager within five working days where possible and a copy will be given to the employee who will have the opportunity to further discuss the notes.
- **Stage 4.** Both copies of the notes will be signed by the employee and the line manager as an accurate record of the appraisal meeting. The line manager's copy will be held in the appropriate personnel file.
- **Stage 5.** Any changes required to the job description will be drafted by the line manager and taken to the next Directors' meeting for discussion and approval. The employee will be notified in writing of the outcome of the discussion within five working days.
- Any dissatisfaction with the record or process of appraisal will be dealt with under the terms of the grievance policy.

3. EXTERNAL STAFF SUPPORT

Employees are required to take up to one and a half hours paid time off from work each month to attend support groups or similar sessions and are actively encouraged to approach their line manager for additional time in exceptional circumstances. The content of such support sessions will remain confidential and will not be made available to AHEAD unless raised with the line manager as a part of supervision. AHEAD will contribute a maximum of £20 a month towards the cost of such sessions. Access to support will be reviewed by the line manager no more frequently than every three months, and no less frequently than every six months.