



Professional Supervision Policy



"The staff act professionally and with integrity."

Intent

Supervision helps ensure we deliver quality services and supports kaimahi/staff wellbeing. It provides kaimahi with the opportunity to develop skills, debrief critical incidents and reflect on practice.

Cultural supervision helps ensure we provide services in a culturally safe manner; that we:

- are self-aware in our practice and interactions
- respect and respond appropriately to cultural diversity
- respect and support the rights, needs and aspirations of whānau Māori
- are always developing our intercultural skills and abilities.

Kaimahi may access supervision on an internal and external basis as agreed and arranged with management and/or the Board.

Responsibilities

Management will arrange for kaimahi to have access to supervision appropriate to their role and responsibilities.

Kaimahi must attend and participate in supervision as agreed with management:



- prepare for supervision
- progress agreed tasks from supervision
- commit to supervision in terms of time, cellphone off etc
- notify the supervisor if they are unable to attend a scheduled session as agreed.

Definition

"Culturally safe manner" refers to the client's experience that their culture is respected.

"Culture" in this policy includes but is not limited to values and beliefs that reflect age and generation, ethnicity, gender, sexual orientation, gender identity, socio-economic status, occupation, migrant experience, spirituality etc.

"Supervision" refers to an arrangement between a staff member and a suitably qualified person (external or internal person) to supervise activities such as casework, case management and rangatahi/whānau services. It includes cultural supervision and development.

Requirements

Right to supervision

Kaimahi will participate in supervision as agreed with management having regard to:

- the staff member's role and responsibilities
- health and safety concerns
- the necessity for critical incident debriefing
- the organisational budget
- education or accreditation requirements
- the supervision requirements of any professional body the staff member belongs to



- other relevant considerations (eg hours worked/volunteered).

Choice of supervisor

Kaimahi entitled to external supervision may nominate their supervisor of choice for approval by management. We encourage kaimahi to use a variety of external supervisors to avoid a supervisor becoming conflicted by supervising multiple kaimahi in the organisation.

Supervisor qualities

An external supervisor must be:

- familiar with our kaupapa and practices
- qualified to provide the type of supervision that is needed for the kaimahi
- prepared to undergo a criminal history and background check
- prepared to enter a supervision contract on agreed terms.

Supervision agreement/contract

An approved supervisor will be asked to sign an agreement.

If a proposed supervisor is not approved, the kaimahi will be given reasons and asked to nominate or discuss another supervisor.

Payment

External supervisors must submit an invoice addressed to the organisation for payment at the agreed hourly rate. The invoice must state the name of the supervisee.

A kaimahi will be expected to pay the invoice for external supervision if:

- they fail to attend a scheduled session, and
- do not notify the supervisor in accordance with the contract, and



- there is no reasonable excuse.

Record-keeping

A record will be kept of all supervision sessions, including internal supervision, debriefing between peers and critical incident debriefing.

Group supervision

From time-to-time group supervision may be arranged. It may be led by an external facilitator or internally. It may be additional to or instead of other supervision arrangements.

Group supervision is intended to give kaimahi opportunities to:

- reflect on the content and process of their work
- receive information and feedback about their work
- receive support around difficulties and problems
- improve performance
- receive support with planning
- share personal and professional expertise and resources
- work co-operatively as a team.

Arrangements

Eligible kaimahi will be entitled to one hour of supervision during working hours once a month. More frequent supervision may be agreed with management if it is necessary for individual and/or professional needs.

The costs of supervision will be met by the organisation.

For more information about responsibilities and our approach to supervision see [here.](#)



Helpful links

Supervision Agreement

[Background and child safety checking](#)

[A kaupapa Māori supervision context](#)

[Professional supervision practice standards](#)

Review

Date: April 2021

Next review: March 2023