



SUPERVISION CONTRACT

Format of Supervision:

- The supervision meeting will take place in privacy and should be uninterrupted.
- The supervision meeting will last for a minimum of 1 hour.
- A minimum of 2 files will be audited prior to each supervision meeting with social workers.
- The social worker will present files to the TSO 3 days before the date of the supervision meeting. The TSO will complete their part of the audit and pass the file and audit record to the relevant manager.
- The supervision meeting will consist of the following:
 - ✓ Case file audit discussion
 - ✓ Workload Management discussion
 - ✓ Case Consultation and discussion
 - ✓ Factors affecting performance
 - ✓ Additional activities undertaken
 - ✓ Induction requirements (as appropriate)
 - ✓ Training requirements + Formal completion of Personal Action Plans
 - ✓ Career development
 - ✓ Leave arrangements
 - ✓ Personal Issues (as appropriate)
- The supervision meeting will be recorded and the record signed. The record will be kept by both the social worker/support worker and the manager.

Frequency of Supervision (Minimum level – monthly)

SUPERVISION STANDARDS

Manager:

- The manager will make supervision a priority. If supervision has to be cancelled for any reason it will be rearranged to the earliest possible date.
- The manager will ensure the social worker/support worker understands their role and responsibilities and will inform the social worker/support worker of all Corporate and Directorate policies, procedures and practice.
- The manager will ensure appropriate induction and training is planned according to the social worker/support worker's needs.
- The manager will assess performance against Directorate standards and give constructive feedback.
- The manager will read, review and sign the social worker/support worker's casefiles at regular intervals which are relevant to the complexity of the case. The maximum interval of scrutiny will be 6 months.
- The manager will record any advice, consultations they give or decisions they make on the case file.
- The manager will address continuing poor performance issues with the social worker/support worker and implement capability procedures if necessary
- If a complaint is received from another agency about the social worker/support worker's management of a case, the manager will read and review the casefile, meet and speak with the complainant, and record the outcome of the discussion on the case file.
- The manager will use performance management data to benchmark individual performance against Team, Directorate and national standards
- The manager will be open and honest at all times.
- The manager will accept constructive criticism positively.
- The manager will inform the social worker/support worker if any aspect of the supervision meeting is to be shared with other parties.
- The manager will demonstrate anti-oppressive practice within their managerial role.
- The manager will monitor absence from work and explore issues which may contribute to improved performance.
- The manager will support the social worker/support worker with difficult or stressful work situations as appropriate e.g.
 - Arranging a co-worker
 - Attending interviews/meetings/conferences/court with the social worker
 - Debriefing
 - Arranging mentoring or training
- The manager will respond appropriately to personal problems which are affecting the social worker/support worker's well being and work performance

Social Worker/Support Worker

- The social worker/support worker will make supervision a priority and will prepare appropriately for it.
- The social worker will prepare case files for audit as requested and make them available 3 days before date of supervision.
- The social worker/support worker will ensure that requested actions are completed to the standard and timescale requested.
- The social worker/support worker will demonstrate professionalism by showing commitment to the development of their own knowledge and expertise.
- The social worker/support worker will use performance management data positively to monitor their own performance against Team, Directorate and national standards
- The social worker/support worker will inform the manager of ongoing case issues and seek guidance when necessary.
- The social worker/support worker will accept constructive criticism positively and take the necessary action to improve performance.
- The social worker/support worker will give the manager constructive feedback on their supervisory role.
- The social worker/support worker will seek, read and apply guidance on Corporate and Directorate policies, procedures and practice.
- The social worker/support worker will observe all workplace requirements including timekeeping and absence from work procedures.

Any Other Issues

Disagreements

- If the Manager and social worker cannot agree on any aspect of work performance or service delivery, either party may refer the issue to the relevant Operations Manager for resolution. The disagreement and its resolution will be recorded on the Social Work Supervision Record.
- If the social worker/support worker is concerned about any aspect of the manager's supervision practice and they are not able to resolve the issue in discussion with the manager, they may speak with the relevant Operations Manager who will address the issue raised.

Parties to the Contract

Social Worker/Support Worker

Manager

Dated: