5.5 Volunteer Supervision Policy

**Purpose**

To monitor service delivery and provide adequate supervision and support for volunteers with <Insert Organisation Name>.

**Background**

<Insert Organisation Name> values the contribution of its volunteers and endeavours to avoid placing them in situations that could cause them undue stress or compromise the organisation. Supervision is an integral part of <Insert Organisation Name>’s commitment to workplace safety and wellbeing and continuous improvement, and to ensure the highest standard of service delivery.

**Policy**

Volunteers working at <Insert Organisation Name>’s premises will be provided with everyday supervision by a paid member of staff, if possible their usual supervisor, as well as opportunities for regular, scheduled supervision meetings to monitor and plan for volunteer performance, needs and satisfaction in accordance with the Volunteer Supervision Procedure. Volunteers who no longer continue volunteering with <Insert Organisation Name> will be supported, where possible, through the exit process including an exit interview.

It is the responsibility of the <Insert Position> to ensure all volunteers understand their role and duties and lines of accountability and communication, and may designate responsibilities to supervising staff. Supervising staff will ensure all volunteers undergo appropriate induction and orientation including specific training regarding the role and performance management processes. All volunteers will have opportunities to give feedback, seek clarification and raise concerns. Volunteers will be given regular opportunities to participate in and provide input into all review processes where changes identified may impact on their role.

Supervising staff will ensure they are available for consultation and support as required; the <Insert Position> will ensure availability to support supervising staff with enquiries or particular needs. Supervising staff will monitor everyday volunteer performance to ensure standards are met and customer and staff satisfaction with the service delivery. Where issues arise volunteers will be informed, and consulted as appropriate regarding potential solutions; supervision is one medium through which this may occur.

All details regarding supervision will remain confidential in accordance with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures and will be stored in volunteer personnel records in accordance with the Documentation and Records Policy and Procedures.

**Responsibility**

This policy applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1, 1.3, 1.4, 2.1-2.3, 3.3, 3.4, 5.1-5.5, 6.1, 6.2, 8.1, 8.4

**Related Policies and Procedures**

* Volunteer Supervision Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* Work Health and Safety Policy and Procedures
* Volunteer Grievance Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure

|  |  |  |  |
| --- | --- | --- | --- |
| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |