5.6 Volunteer Supervision Procedure

**Procedure**

Responsibility for supervision will be written into every volunteer position description, as outlined in the Position Description Development and Review Policy and Procedure. Supervising staff will ensure all volunteers undergo appropriate induction and orientation including specific training regarding the role and performance management processes.

**Everyday Monitoring and Review**

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. Volunteers will be given regular opportunities to participate in and provide input into all review processes where changes identified may impact on their role.

The appointed supervisor will be aware of all activities undertaken by the volunteer that are related to their work at <Insert Organisation Name>. The supervisor will ensure they are available for consultation when required.

**Regular Supervision**

Regular supervision meetings will be built into volunteer timetables in accordance with the Volunteer and Staff Supervision Policies and Procedures. The volunteer and supervisor will document the following using a supervision proforma:

* progress of service delivery activities,
* positive and constructive feedback incl. customer and staff satisfaction,
* issues raised and actions taken,
* training requested,
* volunteer performance and achievements,
* suggestions for improvement.

All written records will be made available to the volunteer and checked for accuracy before they are filed in the volunteer’s personnel record.

Volunteers will undergo a review meeting with supervising staff 3 months after commencement in a role to ensure suitability for both the volunteer and <Insert Organisation Name>.

**Absence of Supervisory Staff – Supervising Staff**

Where a supervising staff member is absent, the <Insert Position> becomes responsible for volunteer supervision and may appoint another staff member. If the new supervision and management arrangements mean the supervising staff member and the volunteer are not working from the same office, the <Insert Position> will decide the feasibility of the volunteer position continuing and for how long.

If appropriate supervision and management is not available, the volunteer will be informed of the situation and asked to suspend work until the difficulty has been resolved.

**Absence of Supervisory Staff** **– <Insert Position>**

As everyday supervision and management of volunteers is the responsibility of designated supervising staff, a short absence of the <Insert Position> is deemed to cause minimal inconvenience. In the case of an extended absence, the <Insert Position> will allocate specific tasks to supervising staff to ensure the continuing effective involvement of volunteers.

Where an extended absence of the <Insert Position> is not planned, the CEO will review volunteer involvement tasks and enquiries at the earliest possible moment to identify those requiring urgent attention. Responsibility for the performance of these tasks will then be allocated to supervising staff.

**Exit Process**

Where volunteers cease volunteering with <Insert Organisation Name> and notice is given, supervising staff will plan ahead for the volunteer’s absence in conjunction with the <Insert Position> to ensure all open or running activities and operations are delegated and supervised where possible. Supervising staff will undergo an exit interview with the volunteer to gain feedback from the volunteer regarding their experiences and satisfaction in volunteering with <Insert Organisation Name> – volunteers will be given the exit interview template to note responses before the meeting and discussion will be documented and checked by both the volunteer and supervising staff for accuracy. The exit interview document will be stored in the volunteer’s personnel record and feedback utilised for continuous improvement.

**Application**

This procedure 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 Policy
* Volunteer Involvement Policy and Procedures
* Position Description Development and Review Policy and 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 and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Paid Staff Supervision and Reporting Policy and Procedure

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