

Supervisor Standards/ Competencies

The Unit of Competence

Adapted from Section 3. *Providing Effective Supervision* (2007), Skills for Care and Children's Workforce Development Council

This can be used to provide a representative picture for your agency / service or for your team.

Insert the RAG colour into the columns on the questionnaire below for each of the 4 sections

'Key':

😊 = My organisation ensures the standard is met

😐 = I am unsure if my organisation has a mechanism in place to ensure if this standard is met

😞 = Standard is not addressed by my organisation

Elements	😊	😐	😞
Element 1.1 Implement supervision systems and processes			
Performance criteria			
a. Implement supervision in the context of organisational policies, performance management and workforce development.			
b. Develop, implement and review written agreements for supervision.			
c. Ensure supervision records and agreed decisions are accurate and completed promptly.			
d. Enable workers to reflect on supervision issues and act on outcomes.			
e. Monitor and review own supervision practice and learning, reflecting on the processes and implement improvements to supervision.			
f. Identify wider issues and raise them appropriately in the organisation and with other stakeholders.			
g. Enable access to specialist supervision , support, advice or consultation as required.			
Specialist supervision – can include peer, therapeutic or clinical supervision.			
Comments:			
Element 1.2 Develop, maintain and review effective supervision relationships			
Performance criteria			
a. Create a positive environment for workers to develop and review their practice.			
b. Clarify boundaries and expectations of supervision, including confidentiality.			
c. Ensure relationships are conducted in an open and accountable way.			
d. Help workers to identify and overcome blocks to performance, such as work conflicts and other pressures.			
e. Assist workers to understand the emotional impact of their work and seek appropriate specialist support if needed.			
f. Ensure the duty of care is met for the well-being of workers.			
g. Recognise diversity and demonstrate anti-discriminatory practice in the supervision relationship.			
h. Give and receive constructive feedback on the supervisory relationship and supervision practice.			
i. Audit and develop own skills and knowledge to supervise workers, including those from other disciplines when required.			

Positive environment – the environment for supervision should be:

- Private
- free of interruptions
- a space that facilitates communication and feedback
- an agreed time and place

Duty of care – the employer’s duty of care means that managers and supervisors need to look after the physical as well as the psychological health of workers. This is bringing a move towards the concept of ‘wellness’, which promotes a preventative approach to dealing with illness.

Anti-discriminatory practice – is about respecting and valuing diversity and addressing the causes and consequences of discrimination and inequality.

Feedback – can be in a variety of communication formats.

Comments:

Element 1.3 Develop, maintain and review practice and performance through supervision	😊	😐	😞
Performance criteria			
a. Ensure workloads are effectively allocated, managed and reviewed			
b. Monitor and enable workers’ competence to assess, plan, implement and review their work.			
c. Ensure supervisor and workers are clear about accountability and the limits of their individual and organisational authority and duties.			
d. Ensure workers understand and demonstrate anti-discriminatory practice .			
e. Ensure work with people who use services is outcomes-focused and that their views are taken account of in service design and delivery.			
f. Identify risks to users of services and workers and take appropriate action.			
g. Obtain and give timely feedback on workers’ practice, including feedback from people who use services.			
h. Identify learning needs and integrate them within development plans.			
i. Create opportunities for learning and development.			
j. Assess and review performance, challenge poor practice and ensure improvements in standards.			
k. Enable multi-disciplinary, integrated and collaborative working as appropriate.			

Comments:

Unit Wide Knowledge Supervisors should underpin their practice through critically evaluating, understanding and applying the following knowledge. Legislation, policy and guidance	😊	😐	😞
a. The scope and application of relevant legislation , policy and guidance.			
b. Key initiatives as applicable: - the regulation of services - service standards - the regulation of the workforce - codes of practice - recruitment and retention - workforce strategies.			
c. Agency policies, procedures and standards for supervision, practice and performance.			
d. Guidance on supervision in multi-disciplinary and integrated services as applicable.			
e. Approaches to promoting independence, choice and control by people who use services.			
f. Approaches to risk management for workers and people who use services.			
g. The employer's duty of care.			
h. Lessons learned, as they apply to effective supervision, from inquiries, inspection reports, research and successful interventions.			
Relevant legislation – could include health and safety, discrimination, service-specific, and/or national minimum standards.			
Comments:			

Please indicate what training for supervisors your organisation provides?

Training provider:

Contact details: