

Supervision and Management of Active and Resting Volunteers Policy and Procedure

Policy Statement

Home-Start recognises that regular and effective supervision plays an essential part in both the provision of a high quality and safe service to families and in the management and development of its volunteers. Home-Start undertakes to ensure that all volunteers receive supervision in line with the recommended Home-Start principles and procedures set out below.

Home-Start recognises that volunteers sometimes need to take a break from supporting families. The volunteer resting period is carefully managed to balance the needs of the volunteer with the operational work of the scheme.

Supervision Principles

Trustees are ultimately accountable for ensuring that adequate supervision is provided to all volunteers, and delegate the responsibility for undertaking this activity to the senior worker and/or organiser/co-ordinator.

- All home visiting and group volunteers undertake to make themselves available for regular supervision meetings as part of their commitment to Home-Start
- Supervision records are kept in line with Home-Start policy; notes are made of discussions only in order to maximise the support to the family and the volunteer's capacity to deliver support
- The family are aware that the volunteer will be talking to the organiser/co-ordinator about the progress of their home-visiting
- Supervision is regular, planned and recorded, and forms part of the overall framework of guidance and support provided to volunteers

Procedure

1. Volunteers:
 - who are supporting families where a Child Protection plan is in place should have a supervision meeting every 4 weeks
 - who are supporting families where there is a CAF/TAC or equivalent child in need plan should have a supervision meeting every 4-6 weeks
 - all other volunteers should have a supervision meeting every 6 weeks.In no circumstances will a matched volunteer go for longer than 12 weeks without a supervision meeting.
2. Supervision meetings should be held on a one to one basis where confidentiality can be respected. The meeting should be recorded and signed by both parties, copies are kept in the volunteer file to comply with data protection requirements. Family numbers should be used, not names.
3. Senior staff report on a quarterly basis, to trustees, that volunteers' supervision meetings are up to date and in line with this policy.
4. Cancelled or postponed supervision meetings are noted in the volunteer file and an alternative time and date is agreed as soon as possible
5. The organiser/co-ordinator always checks with the volunteer:

- a. that they are clear about how to report any safeguarding concerns, and that they should not wait until the next supervision meeting to do so if any concerns emerge in the course of their support to the family
- b. that they know they can access informal support from the scheme at any point, and have the out of hours number

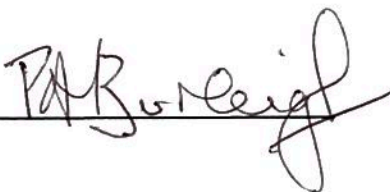
6. Pertinent issues raised during supervision are recorded in the family file as appropriate.

Management of Resting Volunteers

'Resting' is the term used when a volunteer takes some time out from supporting families. This may be due to personal commitments or following the end of support to a family with complex or intensive needs. Plans are made to ensure that the volunteer's absence from the scheme and any supported families is handled in a positive, honest and open way. As Home-Start has limited resources which need to be used in the most effective way, and to ensure that volunteers are properly prepared and trained for being matched with families, there is a time limit for resting volunteers.

Principles

- Home-Start aims to maintain a flexible and sensitive approach to supporting volunteers but places a usual limit of twelve months on any rest period
- A record of the resting period agreement is kept on the volunteer file and their status as either an active or a resting volunteer is clear
- The scheme will keep in touch with the resting volunteer as appropriate to the individual circumstances
- Depending on the length of the rest period and the previous experience/length of service of the volunteer, a volunteer returning after more than 12 months will normally be required to refresh their training in safeguarding/child protection and policies relating to volunteers, the Safeguarding/Child Protection Code of Conduct should be read and signed.

Signature of Chair: 

Print Name: P.A. BORLEIGH

Date of adoption: 14 March 2018

Date for review: March 2021