## Staff and Volunteer Supervision and Support Policy

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| **Date approved:** |
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| **Related documents**  *National Standards for Volunteer Involvement* |

ABCD recognises that staff and volunteers will be more productive in a friendly and healthy work environment that meets their needs by providing challenging work, professional development, regular supervision and ongoing support mechanisms.

In addition to the provision of orientation and ongoing training, the following management techniques will be used when appropriate to ensure job satisfaction:

* job rotation
* special projects
* team meetings
* delegation of responsibility
* openness of management to staff and volunteer ideas for improving service delivery.

ABCD acknowledges that volunteer roles and staff positions are separate and every care is taken to maintain this division. The skills of individual volunteers are recognised and they are encouraged to indicate any specific areas in which they would like to become involved.

All staff and volunteers will have an immediate supervisor that is identified in the position description. The supervisor has a responsibility to oversee the quality of work undertaken by staff and volunteers to ensure:

* effective, timely and sufficient day-to-day supervision
* fair and consistent performance feedback
* ongoing support, coaching or mentoring, as required.

The Manager will provide assistance where possible to any staff member or volunteer who is experiencing a personal problem that is affecting their work performance. Assistance may include support in the form of listening to problems and offering suggestions, referral to other appropriate agencies, the provision of leave to attend to personal matters and the lightening of the employee’s workload for a temporary period.