

Wales Council for Voluntary

Action

Supporting charities, volunteers and communities

Model policy series

7 Model supervision guidelines



Supervision meetings may not be appropriate for all forms of volunteer involvement. They do, however, ensure regular opportunity for a two way conversation. They give the opportunity for a volunteer or supervisor to raise issues which may be personal and confidential. They ensure a common understanding of what is expected and what is happening.

It is an important way of valuing the contribution made by volunteers

The purpose of volunteer supervision is:

- to provide a regular space for reflection and conversation about the volunteer's role
- to reinforce ethos, policy and practice within the organisation
- to exchange information and feedback relevant to the role
- to raise any personal issues or concerns
- to check out whether the volunteer has particular aspirations/ goals related to their volunteering, and how these can be achieved
- to provide support and affirmation for volunteers
- to ensure that the organisation operates to the best possible standards.

As a supervisor I agree to:

- set aside dedicated time for one to one supervision, [*you may want to add the expected frequency*]
- arrange a suitable environment to meet, minimising interruptions
- be honest, clear, supportive and flexible as far as possible
- Treat personal aspects of the conversation confidentially
- Keep a brief written record of the session

As a volunteer I agree to:

- attend supervision sessions [*you may want to add the expected frequency*]
- raise any issues or concerns at the earliest opportunity
- respect the limits and boundaries which affect my volunteer role

Example Supervision Questions

How do you feel about your volunteering generally?

What has gone well?

- **anything you are especially pleased about or that you have enjoyed especially?**

What has not gone so well?

- **Is there anything you are unsure about or that causes you concern?**

Are your needs/ aspirations being addressed?

- **Do you feel that you are doing too much/too little?**
- **Are there other roles/ activities you would like to try?**

Is there training or additional support that would help you?

How are you getting on with others in the team/with clients?

Do you have suggestions as to how things could be done better, or differently?

Are there any actions for us to agree, for review next time?

The information in this document is for information only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

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Last updated: June 2014