



Policy: Supervising Staff

ChildNet Number: CN 009.081

Original Approved Date: November 19, 2010

Policy Revised Date(s): May 14, 2014

Policy Sunset Date:

COA Standard(s): TS 3.01, 3.02, 3.03, 3.04, 3.05, 3.06, 3.07, 3.08

Statement of Policy

ChildNet supports staff and promotes staff competence by providing regular supervision and training on service delivery or other relevant departmental topics.

Board Chair's Signature:

Date:

5/23/14



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Statement of Procedure

1. Executive, management, and supervisory staff allot sufficient time to meet with their teams at least once a month to review information relevant to the team, and to provide a forum for discussion and feedback.
2. Supervisor's allot sufficient time to meet with staff individually at least once a month for training, to review policies and procedures, provide information, and discuss concerns.
3. The organization considers span of control, complexity of assignments, worker qualifications, and overall responsibilities when assigning staff members to supervisors.
4. Supervisors communicate ChildNet's mission, guiding principles, policies and procedures, and determine whether policies and procedures are implemented.
5. Supervisors provide consultation, guidance, determine unmet training needs, and provide in-service training to teach and reinforce skills. This type of instruction is done in informal settings as well as in workshops, work reviews as scheduled or as needed.
6. Supervisors oversee all work assignments and delegate as appropriate.
7. Supervisors conduct written annual performance appraisals. As part of this process they discuss goals, strengths, and areas of improvement. They also provide opportunity for staff comment or feedback.
8. Supervisors demonstrate technical knowledge, skills in work management, communication, and conflict management.
9. Supervisors are able to address interpersonal barriers and strengths and describe on performance appraisals. They are able to provide recommendations



for development and improvement, and provide constructive criticism if necessary.

10. Supervisors are trained in employment laws including interviewing techniques.
11. Supervisors track the work and the requirements necessary for the supervision of their personnel, including quality improvement requirements.
12. Supervisors are available to staff and provide support, encouragement, and coaching.
13. Supervisors of direct service personnel:
 - a. Attend training classes on supervisory methods and on all skills-related classes.
 - b. Demonstrate the qualifications and experience, including legal knowledge, to guide their staff members as noted in the performance appraisal.
 - c. Track and monitor the progress of the families and individuals receiving services.
 - d. Collect and apply data to improve client outcomes
 - e. Meet the agency's quality improvement and evaluation requirements.
14. Direct service volunteers, student professionals, and interns are directly supervised by accountable professionals.

President's Signature:

Date:

05-22-14