

1.7.8	VOLUNTEER SUPERVISION POLICY
--------------	-------------------------------------

Applies to: Board Members, All Staff and Volunteers
Specific responsibility: CEO

Version: 1
Date approved:
Next review date:

Policy context: This policy relates to	
Standards or other external requirements	Home Care Standards, Tasmanian Quality and Safety Standards, National Standards for Volunteer Involvement.
Legislation or other requirements	
Contractual obligations	

PURPOSE

To monitor service delivery and provide adequate supervision and support for volunteers with Meals on Wheels.

BACKGROUND

Meals on Wheels values the contribution of its volunteers and endeavours to avoid placing them in situations that could cause them undue stress or compromise the organisation. Supervision is an integral part of Meals on Wheels' commitment to continuous improvement and to ensure the highest standard of service delivery.

POLICY

Volunteers working at Meals on Wheels' premises will be provided with everyday supervision by a paid member of staff, if possible their usual Co-ordinator, as well as opportunities for regular, scheduled supervision meetings to monitor and plan for volunteer performance, needs and satisfaction in accordance with the Volunteer Supervision Procedure. Volunteers who no longer continue volunteering with Meals on Wheels will be supported, where possible, through the exit process including an exit interview.

It is the responsibility of the Co-ordinator to ensure all volunteers understand their role and duties and lines of accountability and communication. The Co-ordinator will ensure all volunteers undergo appropriate induction and orientation including specific training regarding the role and performance management processes. All volunteers will have opportunities to give feedback, seek clarification and raise concerns. Volunteers will be given regular opportunities to participate in and provide input into all review processes where

changes identified may impact on their role.

The Co-ordinator will ensure they are available for consultation and support as required; the CEO will ensure availability to support the Co-ordinator with enquiries or particular needs. The Co-ordinator will monitor everyday volunteer performance to ensure standards are met and customer and staff satisfaction with the service delivery. Where issues arise volunteers will be informed, and consulted as appropriate regarding potential solutions; supervision is one medium through which this may occur.

All details regarding supervision will remain confidential in accordance with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures and will be stored in volunteer personnel records in accordance with the Documentation and Records Policy and Procedures.

PROCEDURE

Responsibility for supervision will be written into every volunteer position description, as outlined in the Position Description Development and Review Policy and Procedure. The Co-ordinator will ensure all volunteers undergo appropriate induction and orientation including specific training regarding the role and performance management processes.

Everyday Monitoring and Review

The Co-ordinator will monitor everyday volunteer performance to ensure standards are met and customer and staff satisfaction with the service delivery. Where issues arise volunteers will be informed, and consulted as appropriate regarding potential solutions. Volunteers will be given regular opportunities to participate in and provide input into all review processes where changes identified may impact on their role.

The Co-ordinator will be aware of all activities undertaken by the volunteer that are related to their work at Meals on Wheels. The Co-ordinator will ensure they are available for consultation when required.

Regular Supervision

Regular supervision meetings will be built into volunteer timetables in accordance with the Volunteer and Staff Supervision Policies and Procedures. The volunteer and supervisor will document the following using a supervision proforma:

- Progress of service delivery activities,
- Positive and constructive feedback incl. customer and staff satisfaction,
- Issues raised and actions taken,
- Training requested,
- Volunteer performance and achievements,
- Suggestions for improvement.

All written records will be made available to the volunteer and checked for accuracy before they are filled in the volunteer's personnel record.

Volunteers will undergo a review meeting with the Co-ordinator 3 months after commencement in a role to ensure suitability for both the volunteer and Meals on Wheels.

EXIT PROCESS

Where volunteers cease volunteering with Meals on Wheels and notice is given, the Co-ordinator will plan ahead for the volunteer's absence to ensure all open or running activities

[MoWTAS Policy 1.7.8 Volunteer Supervision Policy\(Board Approved March 2016\)](#)

and operations are delegated and supervised where possible.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	CEO	Board

Policy review and version tracking			
Review	Date Approved	Signed	Next Review Due
1			
2			
3			