



Volunteer Support and Supervision Policy

- Interest Link Borders regards the provision of Support and Supervision to its Volunteers as essential if they are to be successful and fulfilled in their roles.
- The needs and arrangements for providing this differ depending on whether the volunteer is in a 1:1 link or a befriending group.

A. 1:1 links

- During the period of 1 month immediately after a volunteer is introduced to a service user, when the link is in its provisional phase, contact between Branch Co-ordinator and volunteer will be frequent, in person and by telephone, text or email.
- Once the link is established, it is vital that the volunteer be kept fully engaged by the Branch Co-ordinator through:
 - ❖ Informal contact by phone, email, text.
 - ❖ Scheduled support and supervision meetings every six months.
 - ❖ Newsletters and invitations to ongoing training and social events.
 - ❖ Encouraging the volunteer to claim expenses and add comments in the columns provided in the claim form.

A.1. Scheduled support and supervision meetings

A.1.a Format

- Dates for supervision should be set in advance, ideally at the previous supervision meeting.
- Meetings should ideally be face-to-face but can be by telephone if necessary.
- The Branch Co-ordinator should ensure practical arrangements are suitable in terms of, for example, venue, time and privacy.
- The Volunteer Supervision Record below should always be used.
- At least one meeting a year must be an Annual Review and include a discussion of personal issues and training & development needs (although ideally these should be touched on at every meeting.)

A.1.b Content of meetings (all covered in Supervision Record below)

- Any significant issues raised at the previous meeting
- Any service delivery issues raised by the volunteer
- Branch Co-ordinator should check:
 - ❖ Is the link still needed, and does the volunteer wish to continue with the link? Remind them that if they do want to end link, as much notice as possible should be given.
 - ❖ No problems in relationship and communications with service user and carer.
 - ❖ No problems with practical arrangements (e.g. transport, expenses, venue opening times).
 - ❖ Any problems with boundaries?
 - ❖ Frequency of meetings with service user
 - ❖ Activities being done
 - ❖ New ideas for link activities needed?

- ❖ Do any changes need to be made?
- ❖ Happy with communications with Branch Co-ordinator?
- ❖ Any training or personal development needed: Are adult and/or Child Protection training up to date? Does first aid or other training need to be refreshed?
- ❖ Are the Service user and carer's wellbeing OK, and how are they benefiting from the link? Go through service user outcomes briefly.
- ❖ Volunteer Outcomes: does the volunteer have increased confidence in forming relationships with people with learning disabilities?
- ❖ Personal issues, including motivation and morale.
- Branch Co-ordinator should also give feedback from carer or service user or their own observation and stress the difference the volunteer is making to their lives.
- Praise the work the volunteer is doing and thank them.
- Actions needed by either party
- Date of next supervision

B. Support and supervision for members of befriending groups.

- In befriending groups, some questions will not be needed or relevant (for example staff already know what activities are being done).
- It may be possible to take volunteers aside for supervision during group sessions
- Some groups also include group support. For example volunteers may arrive 15 minutes before the meeting for a discussion, or specific additional volunteer meetings may be held: if this is the case then only one individual supervision per year may be needed.

Recording support & supervision meetings

- Use the Record below.

Emergency Support

- Each volunteer in a 1:1 link will be issued with a card with telephone numbers for
 - ❖ Carer
 - ❖ Service user's other emergency contact (if any)
 - ❖ Emergency services,
 - ❖ NHS Direct
 - ❖ Duty social worker
 - ❖ Project Co-ordinator.
- There is guidance given during training on when Volunteers should use emergency support.



Volunteer Supervision Record.

All befrienders should receive supervision every 6 months. At least once a year this should be face-to-face.

Volunteer wishes to continue and is aware of need to give reasonable notice if decides to stop?	
Relationship with member and carer OK?	
Practical arrangements OK (e.g. transport, expenses, venue opening times)?	
Any issues with Boundaries ?	
Frequency of meetings with member	
Activities being done	
New ideas for link activities needed?	
Do any aspects of link need to be changed?	
Happy with communications with Branch Co-ordinator?	
Child Protection training up to date?	
Is first aid or other training needed?	
Member outcomes:	
More friends?	
Improved happiness/mental wellbeing?	
More confidence self-esteem?	
Better social & communication skills?	
Volunteer Outcomes:	
Greater learning disabilities awareness?	
More confident forming relationships with people with learning disabilities?	
Personal issues, including motivation and morale.	