

# What is Supervision?

## A definition of supervision:

Supervision is a management tool to help the organisation monitor and improve the worker's quality of work. It is a means by which the organisation can provide practical and emotional support to staff and volunteers.

- So, supervision is a process not an event.
- Takes account of, and is supported by, other policies and procedures.
- Is a means to an end, namely improving quality of service delivery.

## Compared to mediation, supervision is:

- Not independent - the supervisor represents and is led by the best interests of the service and its clients.
- Not voluntary - it is part of the worker's commitment to the service.
- Judgemental (evaluative) - the supervisee's work is measured against best practice and against the services practice standards.
- Not confidential - to the extent that issues may arise which have a wider organisational relevance and which the supervisor is obliged to take further within the service.

## Supervision is also:

- Supportive and affirming of the supervisee.
- A mutual enquiry into issues, options and solutions.
- A collaborative process between supervisor and supervisee.
- It aspires to have win-win outcomes.

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