

Big Bend Community Based Care Policy & Procedure

Series: 1200: Training and Supervision

Policy Name: Supervision

Policy Number: 1202

Origination Date: 2/1/2009

Revised: Board Meeting of 12/13/2018

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to provide employees a system of supervision that promotes effective use of organizational resources and positive outcomes.

Procedure

- A.** When assigning supervisory responsibilities BBCBC considers:
 - 1. Qualifications of the worker and the supervisor;
 - 2. The complexity and intensity of services; and
 - 3. Other organizational responsibilities.
- B.** The ratio of supervisor to employees is based on the complexity of program components and level of responsibility. Chiefs and Directors determine the appropriate ration based on internal requirements.
- C.** Supervisory job duties include:
 - 1. Delegating and guiding work assignments;
 - 2. Ensuring that service delivery is performed according to the organization's mission, policies and procedures, and service philosophy;
 - 3. Providing consultation and in-service training, as appropriate;
 - 4. Identifying unmet training needs; and
 - 5. Conducting performance evaluations.
- D.** The role of a supervisor is pivotal to the success of BBCBC employees. Supervisors must have the ability to:
 - 1. Recognize the interpersonal barriers and strengths of personnel;
 - 2. Empower employees receiving supervision;
 - 3. Coach employees in a constructive manner; and
 - 4. Understand and follow employment and labor laws.
- E.** Direct service volunteers, student professionals, and interns are directly supervised by licensed or otherwise accountable professionals.

Big Bend Community Based Care Policy & Procedure

- F. BBCBC supervisors support and enhance staff's ability to perform their jobs by teaching and modeling, as appropriate:
1. Technical knowledge and skills;
 2. Work management and communication skills; and
 3. Conflict management skills.