


# ***Sunbeams***

## **SUPERVISION AND CLINICAL OVERSIGHT POLICY**

## Document Control Sheet

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| Approved By        | Jessica Zwiebel, Safeguarding Officer and Trustee                                 |
| Signature          |  |

## Revision History

| Version | Date     | Author | Description of Change   | Approved By       |
|---------|----------|--------|---|-------------------|
| 1.0     | Sep 2022 | Admin  | Initial release outlining clinical oversight and supervision framework.             | Board of Trustees |
| 2.0     | Sep 2024 | Admin  | Review  | Board of Trustees |
| 3.0     | Sep 2025 | Admin  | Review; minor update to supervision documentation and reflective practice guidance. | Board of Trustees |

## **1. Introduction**

Sunbeams are committed to the professional, emotional, and reflective support of all staff and volunteers involved in delivering mentoring and wellbeing programmes for girls and young women in the Orthodox Jewish community.

This Supervision & Clinical Oversight Policy ensures that every member of the team receives regular, structured supervision to maintain safe practice, emotional wellbeing, and high-quality service delivery.

## **2. Purpose and Scope**

This policy outlines Sunbeams' approach to both line management and clinical supervision.

It applies to all employees, sessional staff, volunteers, and trustees who have direct or indirect involvement with service delivery, mentoring, or safeguarding.

Supervision provides a formal space for reflection, learning, and accountability — supporting staff to make sound decisions, manage boundaries, and uphold the charity's values.

## **3. Legal and Policy Framework**

This policy aligns with statutory guidance and recognises best practice, including *Working Together to Safeguard Children (2023)*, the *Charity Commission Safeguarding Principles*, and the *BACP Supervision Framework*.

It should be read alongside Sunbeams' Safeguarding & Child Protection Policy, Staff Training & Development Policy, Confidentiality Policy, and Lone Working Policy.

## **4. Supervision Objectives**

The objectives of supervision are to:

- Promote high standards of professional and ethical practice.
- Support staff and volunteers in safeguarding decisions and emotional resilience.
- Enable reflective discussion on complex cases and boundary management.
- Identify training and development needs.
- Ensure compliance with Sunbeams' values and safeguarding policies.
- Monitor workload and wellbeing to reduce risk of burnout.

## **5. Structure and Types of Supervision**

Sunbeams provides two complementary forms of supervision to ensure holistic oversight:

Line Management Supervision – Delivered by team leads or coordinators. Focuses on case management, performance, safeguarding compliance, and administrative clarity.

Clinical Supervision – Delivered by *Dr. Lisa Shostak, Consultant Psychologist*. Focuses on reflective practice, emotional wellbeing, and the psychological aspects of mentoring and support.

Both forms of supervision reinforce each other, ensuring that Sunbeams' work remains safe, reflective, and effective.

## **6. Frequency and Format**

All staff and volunteers engaged in frontline or supervisory roles receive structured supervision in line with their responsibilities:

- Individual Supervision: Monthly for all frontline mentors and staff.
- Group Supervision: Quarterly, offering shared learning and reflective space.
- Ad Hoc Debriefs: Provided immediately following safeguarding incidents or emotionally challenging sessions.

Supervision sessions may take place in person or remotely, with confidentiality and record-keeping maintained consistently across all formats.

## **7. Confidentiality and Record Keeping**

Supervision is a confidential process designed to promote trust and openness. However, confidentiality has limits where safeguarding, legal, or serious organisational concerns arise.

Supervisors must keep written records of all sessions using the Sunbeams Supervision Record Template.

All records are securely stored on Sunbeams' encrypted system and reviewed quarterly by the Operations Officer to ensure compliance and quality.

## **8. Escalation and Support**

If a safeguarding concern, ethical issue, or significant emotional distress is identified during supervision, the supervisor must immediately refer the matter to the Designated Safeguarding Officer or Clinical Supervisor.

Escalation pathways are outlined in Appendix C. Staff are encouraged to seek support proactively and to request additional supervision sessions where appropriate.

Supervisors must ensure all concerns are logged and followed up with clear actions, in line with Sunbeams' safeguarding and HR policies.

## **9. Quality Assurance and Oversight**

Sunbeams maintains a central Supervision Log, monitored by the Operations Officer, to ensure all staff and volunteers receive supervision within expected timeframes. The Trustee Safeguarding Lead reviews supervision systems annually. The Clinical Supervisor, Dr. Lisa Shostak, provides anonymised feedback and thematic analysis from reflective sessions to inform training and wellbeing initiatives.

## **10. Review and Continuous Improvement**

This policy will be reviewed annually or following any significant organisational change.

Learning from supervision audits, staff feedback, and clinical reflections will inform future policy updates.

Sunbeams is committed to creating a culture of reflective learning and continuous professional growth.

## Appendices

### Appendix A – Supervision Record Template

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Supervisee: \_\_\_\_\_

Type: Line Management / Clinical / Ad Hoc

Summary of Discussion:

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Agreed Actions:

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Safeguarding Concerns:

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Next Session Date: \_\_\_\_\_

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### Appendix B – Clinical Oversight Review Form

Session Date: \_\_\_\_\_

Facilitator: Dr. Lisa Shostak

Participants: \_\_\_\_\_

Themes Discussed: \_\_\_\_\_

Recommendations / Feedback: \_\_\_\_\_

Follow-Up Actions: \_\_\_\_\_

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### Appendix C – Supervision Escalation Flow

If a concern arises in supervision:

1. Discuss with supervisor or manager.
2. If safeguarding-related, notify the Designated Safeguarding Officer immediately.
3. If emotional wellbeing-related, refer to the Clinical Supervisor.
4. If organisational or ethical, escalate to the Trustee Safeguarding Lead.
5. Record all actions and outcomes on the supervision record form.

Appendix D – Supervision Log (Example Entry)

| Date       | Supervisee | Supervisor          | Type               | Summary                                  | Follow-Up            | Reviewed By |
|------------|------------|---------------------|--------------------|--|----------------------|-------------|
| 10/10/2025 | Mentor A   | Ruchi<br>Ostreicher | Line<br>Management | Discussed new case<br>and boundary issue | Training<br>assigned | DSO         |