

I&R Staff Supervision Plan

Organization: 232-HELP

Department: Information & Referral (I&R)

Effective Date:

Supervisor: Mason Guidry

Staff Member:

Review Period: Monthly

1. Purpose of Supervision

To ensure consistent delivery of high-quality, trauma-informed, person-centered, and accurate information and referral services. Supervision supports:

- Professional development
- Continuous quality improvement
- Emotional wellness and resilience
- Adherence to agency and Inform USA standards

2. Supervision Schedule

Supervision Type	Frequency
Individual Supervision	Biweekly or Monthly
Group Supervision/Team Meeting	Weekly or Biweekly
Call Monitoring Reviews	Ongoing – minimum 5% of monthly call volume (adjusted for tenure)
Documentation/Database Review	Monthly
Annual Performance Evaluation	Annually

3. Supervision Goals

- Maintain consistent, client-centered service delivery
- Provide constructive feedback on performance
- Offer emotional support for vicarious trauma or burnout
- Track progress on professional goals
- Ensure compliance with taxonomy use, documentation standards, and agency protocols

4. Key Supervision Areas

A. Call Monitoring & Feedback

- Review of recorded/live calls per monitoring percentage (10-20% for new staff, 5-10% for mid-level, 3-5% for senior staff)
- Written and verbal feedback based on:
 - Accuracy of information
 - Call control and communication skills
 - Empathy, active listening, and de-escalation
 - Referral appropriateness and taxonomy use
 - Crisis intervention and safety assessments (if applicable)

B. Documentation Review

- Accuracy and completeness of call records
- Consistency in data entry
- Proper use of AIRS/Inform USA Taxonomy
- Timeliness of record completion

C. Professional Development

- Identify training needs and opportunities
- Support toward certifications
- Development of SMART goals
- Encourage participation in continuing education, webinars, and peer learning

D. Wellness & Support

- Provide space for discussing challenging calls
- Monitor for signs of burnout or compassion fatigue
- Encourage use of EAP or mental health resources
- Normalize and support regular check-ins

5. Evaluation & Goal Tracking

Staff member will work with supervisor to establish monthly or quarterly goals, such as:

- Improve call closure time by X%
- Increase accuracy in taxonomy coding
- Complete [Training Module] by [Date]
- Participate in [Wellness or Peer Support Activity]

Progress will be documented and revisited at each supervision meeting.

6. Confidentiality & Documentation

All supervision sessions will be documented and stored securely in the staff member's supervisory file. Sessions may include:

- Summary of discussion topics
- Feedback given
- Goals set or updated
- Action items with deadlines

7. Signatures

Supervisor Signature: _____ Date: _____

Staff Member Signature: _____ Date: _____

Note: Signature confirms the content has been reviewed, not necessarily agreement with all assessments.