

Supervision Template

Supervision is more than a process—it is a space to build trust, support growth, and ensure every volunteer feels valued, heard, and included. Applying an Equity, Diversity, and Inclusion (EDI) lens helps create a safe and respectful environment where volunteers can bring their whole selves.

Before the Supervision:

- **Promote an open-door culture**
Make it clear from the beginning that supervision is not the only moment for feedback. Encourage volunteers to raise questions, concerns, or ideas at any time.
- **Set expectations early**
Let volunteers know what supervision involves, how often it will happen, and that it is a two-way conversation focused on their experience and wellbeing.
- **Offer flexible options**
Provide choices around:
 - Format (in person, online, phone)
 - Timing (consider work, caring responsibilities, time zones)
 - Location (quiet, accessible, comfortable spaces)
- **Check access needs proactively**
Ask volunteers if they require any adjustments (e.g., interpretation, materials in different formats, extra time, step-free access, breaks).
- **Build psychological safety**
Reinforce that feedback will be treated with respect and confidentiality, and that raising issues will not negatively affect their involvement.

During the Supervision:

- **Create a welcoming environment**
 - **Use inclusive language**
 - **Avoid jargon or explain it clearly**
 - **Be mindful of tone, pace, and body language**
- **Listen actively and without assumptions**
 - **Allow space for volunteers to express their experiences**
 - **Avoid making assumptions based on background, identity, or communication style**
- **Use open and equitable questions**
Ensure all volunteers have equal opportunity to speak
- **Acknowledge power dynamics**
Recognize your role as a manager and actively work to reduce barriers that might prevent honest feedback
- **Be culturally aware and sensitive**
Understand that communication styles, attitudes to authority, and feedback preferences may differ across cultures
- **Respond supportively**
 - **Validate concerns**
 - **Avoid defensiveness**
 - **Take feedback seriously and agree on next steps**

Template

We are committed to creating an inclusive and supportive environment. Supervision is a space for you to share your experiences openly, and we welcome your feedback at any time—not just during these meetings.

Volunteer's Name:

Volunteer's Role:

Supervisor's Name:

Date:

What work have you been doing? How are you feeling about your volunteering?

What has been going well for you – do you have any highlights?

Has there been any challenges or things that have not gone as well as planned?

Do you feel comfortable in your role? Do you need any further support with anything?

How are you finding the level of difficulty of your tasks? (Circle one)

Very Easy / Easy / OK / Difficult / Too much

How do you feel you are getting on with staff and volunteers in the organisation?

Are there any other new tasks or skills you would like to explore? Is there any training that would support you more in your role and personal development?

How can we better support you? Is there anything that would improve your experience?

For supervisor - any feedback, notes or actions following the meeting:

Next Supervision Date:	
Volunteer's Signature:	
Supervisor's Signature:	

For further support contact your local volunteering experts:

Bridge Renewal Trust (Haringey)
CBPlus (Barnet)
Enfield Voluntary Action
Haringey Community Collaborative (Public Voice)
London Plus (Lead Partner)
Voluntary Action Islington
Volunteer Centre Camden (Operational Lead)
Volunteering Barnet (Groundwork London)

