



## **Proposal for Reflective Practice and Supervision Service to Organisations**

### **Objectives of Service**

The CCC's Supervision Service is a service that Cambridgeshire Consultancy in Counselling would provide to organisations, for members of staff who may benefit from supervision support. Examples of this could be helping a line manager with issues raised in dealing with staff, who are either suffering from mental health issues or display inappropriate behaviours, or a member of staff whose conflict with a colleague is affecting their work.

The objectives of the service are to enable the organisation to provide support to staff members who may need help in managing and coping with challenging behaviours in colleagues or stressful work place situations which could raise difficult feelings. The service would enable individuals to understand and manage their responses to those circumstances and for them to review and discuss them in an impartial, safe environment.

### **Scope of Service**

The Cambridgeshire Consultancy in Counselling can provide Supervision on site and/or at supervisors' premises. For supervision at the supervisor's premises, this would work in the same way as the existing counselling service process would provide the member of staff (or client) with contact details for the service and supervisions would then be arranged at a time mutually convenient to the staff member and supervisor. However, the employee must make a specific request on first contact with the reception that they wish to use the supervision service.

Organisations may wish to provide this service on-site at their premises. In this case CCC could provide a supervisor for a minimum of 3 sessions on site on a regular basis with members of staff to be allocated to these sessions in agreement with the supervisor. Should the supervision take place on-site, the organisation would be required to provide a suitable quiet/private room in order for this work to take place effectively and safely.

Supervisions are usually for an initial consultation followed by 6 supervision sessions. All sessions are an hour in length. Whether on-site or off-site, the supervision would usually be set up on a less frequent basis than the standard counselling service (usually monthly but arranged at the agreement and convenience of the supervisor and the individual member of staff) over a period agreed in advance with the organisation.

The service would only operate in office hours 9-5pm if onsite and at a mutually convenient time for the supervisor and client if at the supervisor's premises. It cannot be accessed or fulfilled at weekends, Bank Holidays or for the Christmas period between Christmas Eve and New Years Day and is not intended as an emergency service.

### **Terms and Conditions**

The Service would operate under the terms of the Cambridgeshire Consultancy in Counselling Supervision agreement which will be required for administration purposes, reference codes, contact information and invoicing details. Only approved and agreed personnel from the organisation may request The Cambridgeshire Consultancy in Counselling for this service.

The provision of this service is not guaranteed and would depend on the availability of suitable supervisors. However every effort would be made to fulfil a request as and when required.

The CCC's supervision service to organisations will be reviewed annually or when required.



CAMBRIDGESHIRE  
CONSULTANCY IN  
COUNSELLING

Registered Address: c/o Moore Thompson Chartered Accountants, Bank House, Broad Street, Spalding. PE11 1TB  
Registered Charity No 1181861

### **Fee**

The Supervision Fee would be as follows:

£60 per hour per supervision session

For sessions taking place at the organisation's premises, an additional fee of £25 per hour travel time and 42 pence per mile fuel charge will also apply.

If an employee cancels within 2 full working days or does not attend, the organisation will be invoiced and charged for that appointment. The employee is made aware of this at the initial contact.

### **Process**

Should the organisation wish to recommend the CCC's Supervision Service to a member of staff, they would issue them with the coding reference as detailed in CCC's Supervision Agreement.

- The staff member client would then be able to access this service by contacting our receptionist on: **01223 233047**

The staff member should then leave their name, reference code and contact number and make a specific request for the Supervision Service.

The receptionist will then contact the client to set up the first supervision session, subsequent sessions will then be arranged between client and Supervisor.

### **Invoicing**

- Payment is within 30 days of invoice

### **Professional Standards**

The Cambridgeshire Consultancy in Counselling's practitioners are required to work to BACP/UKCP codes of ethics and standards of practice and the Cambridgeshire Consultancy in Counselling's Code of Practice and are either accredited/registered members of BACP/UKCP/CCC or equivalent, or are working towards such accreditation/registration. All Cambridgeshire Consultancy in Counselling practitioners are employed subject to regular satisfactory enhanced DBS checks. All CCC practitioners are required to be in regular supervision and undertake continuing professional development.