CATHOLIC CHARITIES
AGENCY POLICIES AND PROCEDURES

Policy Name:	**Supervisory Responsibilities**
Domain:	**Training & Supervision 9.4**
Policy Location:	**www.archindy.org/intranet/shared/cci/index.html**
Date of Adoption:	**2/2013**
Effective Date:	**2/2013**
Dates of Revision:	**4/2016; 5/19; 10/20, 4/24, 8/25**
References:	**Supervisory Session Form**

POLICY:

Catholic Charities ensures when assigning supervisory responsibilities to personnel that consideration is made for the qualifications needed of the supervisor, the complexity of services, supervisor-supervisee ratio, resources and supports for supervisors, and the personnel's other responsibilities within CC. Supervision supports personnel development, retention, and improved outcomes.

PROCEDURES:

1. **Supervisor Roles and Responsibilities**
   Supervisors are expected to carry out administrative, educational, and supportive functions, including but not limited to:
   a. **Administrative Functions:** Delegating and overseeing work assignments; ensuring services are delivered according to Catholic Charities' mission, policies, procedures, and service philosophy; monitoring caseload balance; conducting annual performance reviews; maintaining documentation of supervision sessions; and understanding the importance of employment and labor laws.
   b. **Educational Functions:** Providing case consultation and in-service training as appropriate to program personnel; identifying unmet training needs of program personnel; ensuring case reviews are completed at least quarterly; and supporting personnel in transferring knowledge and skills obtained through their education to the work field.
   c. **Supportive Functions:** Implementing procedures to help prevent work related stress (reflective supervision, encouraging flex time arrangements, referral to employee assistance programs); being available to staff who are new, building competencies, experiencing challenging situations with individuals and/or families, or experiencing higher caseloads; and fostering open communication and collaboration.

2. **Supervisor–Supervisee Ratios**
   a. Standard supervisor-to-supervisee ratios will not exceed 1:15.
   b. For programs requiring intensive casework or high levels of direct client engagement, a narrower ratio of 1:6–10 is recommended.
   c. Ratios may be adjusted based on program needs, staff experience, and service complexity, with Program Director approval.

3. **Frequency and Format of Supervision**
   a. Supervisors will provide **regular, scheduled supervision** as follows:
      i. **Individual supervision:** at least **monthly**.
      ii. **Group supervision/staff meetings:** at least **monthly** for case consultation, training, and program updates.

      b. Supervision may occur in-person or virtually, though at least one monthly session must be conducted face-to-face.

4. **Ongoing Performance Review**
   a. CC Supervisors will conduct **annual performance reviews** for all staff.
   b. CC Supervisors will provide **ongoing feedback** during supervision sessions regarding performance, professional growth, and skill development.
   c. Mid-year performance check-ins are encouraged to review progress on goals and program priorities.
   d. CC supervisors are required to maintain an administrative file with up-to-date documentation of each supervisor session and may use the CC Supervisory Session form. The information to be included in this form is the date and duration of each session as well as a brief outline or summary of what was discussed, including case consultation notes.

5. **Resources and Supports for Supervisors**
   a. Once supervisory responsibilities are assigned; all supervisors will receive timely orientation of their duties by their immediate supervisor or other designated personnel.
   b. CC Supervisors will have access to professional development opportunities in leadership, supervision, and program management.
   c. CC Supervisors will be supported in accessing EAP and wellness resources.
   d. CC Supervisors will have access to supervisory tools and templates, including the Supervisory Session Form and performance evaluation templates.
   e. CC Supervisors will be supported by Program Directors and senior leadership in balancing responsibilities and ensuring manageable workloads.

Review Cycle: This policy and framework will be reviewed at least every two years, or as COA standards and organizational needs evolve.

David J. Bethuram   8/25/2025
_____   _____
David J. Bethuram   Date
Executive Director
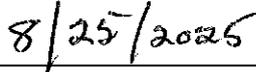
Supervisory Session Form

Supervisors should file this up-to-date documentation of each regular supervisory session, including date and duration of each session, as well as a brief outline or summary of what was discussed.

Personnel Name: _____

Supervisor Name: _____

Date	Time spent	Summary of Session