

Overview

This standard identifies the supervisory requirements when supporting team members. It covers the wellbeing, safeguarding, management, mediation and developmental roles of supervision. The key stages include preparing, carrying out and reviewing supervision, and maintaining records and reports.

Performance criteria

You must be able to:

1. implement systems, procedures and practices when supervising team members
2. prepare for supervision in ways that will maximise its effectiveness
3. negotiate shared agendas and written agreements with team members
4. identify and agree the roles, responsibilities, accountabilities and boundaries of the supervisory process and relationship
5. work in partnership with team members to create positive and safe environments for supervision that promote open discussion, reflection and constructive feedback
6. support team members to reflect on their contribution to positive outcomes for individuals
7. support team members to reflect on and own their responsibilities to safeguard and protect individuals and promote wellbeing
8. provide constructive feedback to team members on their knowledge, values and practice
9. enable team members to review and manage their workload and priorities
10. motivate team members to collaborate in decision making and change management
11. enable team members to assess and manage risk
12. recognise the emotional impact of practice on team members and explore methods to promote resilience, coping strategies and self-care
13. implement principles and strategies to support team members to manage challenging situations
14. promote team members to take responsibility for the quality of their work and for maintaining and improving their knowledge and skills
15. work in partnership with team members to identify their learning and development needs and outcomes
16. complete personal and professional development plans with team members to meet their learning and development needs and outcomes
17. work in partnership with team members to integrate new learning into practice
18. work in partnership with team members to monitor, reflect and evaluate progress towards their learning and development needs and outcomes
19. access additional support for team members when experiencing challenges with the quality of their work, and maintaining and improving their knowledge and skills

Supervise and support team members

- 20. complete records and reports required for supervising team members
- 21. reflect on how you carried out your role and responsibilities when supervising and supporting team members

Knowledge and understanding

You need to know and understand:

1. the purpose and benefits of supervision
2. the different types and models of supervision
3. how to align supervision with the workplace vision, outcomes and values
4. the role of supervision in improving outcomes and the quality of services
5. the roles, responsibilities, accountabilities and boundaries of the supervisory process and relationship
6. how to create working relationships, environment and boundaries that promote engagement and psychological safety
7. how to promote open discussion, reflection and constructive feedback in the supervisory relationship
8. why professional communication is important in the supervisory relationship
9. the role of supervision in promoting partnership working
10. how to lead team members to develop practice and own their responsibilities to safeguard and protect individuals and promote wellbeing
11. how to lead others to develop practice that promotes positive risk taking
12. how to support team members with workload and priority planning
13. how to provide evidence-based and constructive feedback to team members on their knowledge, values and practice
14. how to apply trauma informed principles when supervising team members
15. the importance of dignity, kindness and compassion when supervising team members
16. the influence of neurodivergence and additional needs on the supervision and support needs and outcomes of team members
17. the influence of team members culture and background on their supervision and support needs and outcomes
18. how to support emotional regulation when working in challenging or complex situations with teams
19. conflict management principles and strategies
20. how to mediate tensions between team members and the organisational values
21. techniques for problem-solving and innovative thinking
22. coaching and mentoring techniques and how these can be used in supervision
23. how your power and influence as a supervisor can impact on the supervisory relationship

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24. the importance of supporting your own wellbeing and that of team members
25. methods of supporting team members to identify their learning and development needs and outcomes
26. the range of learning and development resources which meet team members preferred learning methods
27. how to negotiate learning and development plans and outcomes
28. how to collaborate with team members to integrate new learning into practice
29. the importance of working in partnership with team members to monitor, reflect on and evaluate progress towards learning and development needs and outcomes
30. the additional support for team members' wellbeing, quality of work and knowledge and skills
31. the role of supervision in implementing grievance and disciplinary policies and performance management
32. the purpose and requirements for recording supervision
33. how to evaluate and develop your own professional standards of supervisory practice
34. theories relevant to supervising and supporting team members
35. the relevant legal requirements, standards of practice, frameworks and guidance for supervising and supporting team members
36. the workplace requirements on equality, diversity, inclusion, and rights when supervising and supporting team members
37. how your personal experiences and unconscious bias may impact when supervising team members, and how to address this

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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