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POLICY

Approved by:
Mark Duncan

See Also: Member Service Agreement; Memorandum of Understanding; FRM-105A

POL – 105

PROVIDING ADEQUATE SUPERVISION OF MEMBERS

This Policy applies to the supervision of all Washington Service Corps (WSC) AmeriCorps members, including Washington Reading Corps (WRC) members.

1. Sponsoring Organization Ensures Adequate Supervision of Members

- Identify staff from the organization to provide supervision of the members.
 - *Individual Placement* – Identify a Primary Site Supervisor and Backup Site Supervisor. The Primary Site Supervisor will approve member timesheets and should also be the key contact for WSC.
 - *Medium and Large Teams* – Identify a Project Supervisor for the entire project and a Backup Site Supervisor for each member. The Project Supervisor must be allocated full-time to this position to provide adequate supervision of the members as well as operation of the WSC AmeriCorps project. The Project supervisor will approve member timesheets and should also be the key contact for WSC. Failure to provide the equivalent of a full-time Project Supervisor to ensure all project compliance and communications are achieved could result in an increase in the team placement fee.
 - *Small Teams* – Identify a Project Supervisor for the entire project and a Backup Site Supervisor for each member. The Project Supervisor's time must be allocated for adequate supervision of the members as well as operation of the WSC AmeriCorps project. The Project supervisor will approve member timesheets and should also be the key contact for WSC.
 - *Special Programs* - Identify a Primary Site Supervisor and Backup Site Supervisor. The Primary Site Supervisor will approve member timesheets and should also be the key contact for WSC. In some cases, Special Programs may use

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the Teams model of having a project supervisor. Please consult your WSC Program Coordinator to determine which supervisor model works for your project.

- All supervisors are identified as “covered individuals” and are required to complete the same National Service Criminal History Checks as members.
 - Comply with other criminal history check requirements that may be developed and required throughout the program year and provide original documents to the WSC to maintain.
- Ensure AmeriCorps member’s primary site supervisor or project supervisor attends one of the WSC trainings scheduled in the summer and that they participate in webinars and other trainings as offered by WSC throughout the program year. Advance information will be provided.
 - Ensure all backup site supervisors, as well as any new supervisors added during the program year, participate in the new supervisor orientation video provided by WSC.
- Provide appropriate tools and equipment for the AmeriCorps member(s) to perform service and to communicate with WSC. Tools and equipment will include, but are not limited to work space, computer with internet and agency e-mail, and phone access.
- Recognize and support distinct roles and responsibilities of the AmeriCorps member(s) as outlined in the member’s position description.
- Provide oversight on the AmeriCorps member’s progress and skill development, including member’s participation in required site and WSC training.
- Ensure AmeriCorps member(s) participation in days of national service including, but not limited to, Martin Luther King Jr. Day of Service, AmeriCorps Week, and other days that may be designated by WSC as national days of service or special initiatives.
- Provide support and ensure that members submit their Stories of Service each quarter.

2. Sponsoring Organization Coordinates Changes With WSC/WRC

- In the event of a change in supervisor, ensure the individual's National Service Criminal History Checks have been completed and cleared by WSC **PRIOR** to working as a supervisor.
 - Notify WSC Program Coordinator and submit a signed Change of Supervisor form (FRM-105A) for the member within two business days of the change.
- Update WSC AmeriCorps member position descriptions as necessary and submit signed originals to the WSC for approval. Changes in WSC AmeriCorps member, member's service site, schedule, or duties require an amended position description proposing the changes, and sent in to WSC for approval.
 - If the WSC becomes aware of any change without prior approval, it may result in the removal of the member from the sponsoring organization to fulfill the service at another service site.

3. Sponsoring Organization Provides Member Orientations

- Orient AmeriCorps member(s) to AmeriCorps; WSC; the sponsoring organization; the service site; the community demographics and client base; and the service they will provide.
- Ensure members are made aware of and understand the prohibited activities; as well as WSC policies and sponsor organization and service site policies and procedures.
- Ensure member(s) are aware of safety measures and procedures of the service site and sponsoring organization.
- Introduce AmeriCorps member(s) to other organization staff and include member(s) in appropriate organization functions.
- Inform AmeriCorps member(s) about your organization's policies, rules of conduct, and appropriate behavior, including procedures for communicating service hours and absences.
 - Provide member(s) with policy manuals and/or handbooks, and include your organizational chart.
- Provide member access to project documents, to include but not limited to Member Service Agreement, Request for Application, Memorandum of Understanding and Exhibits, etc.

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4. Sponsoring Organization Coordinates Performance Issues and Disciplinary Actions With WSC/WRC

- Orient any new supervisors to their AmeriCorps duties and ensure they review this MSA, the WSC Memorandum of Understanding, and the policies & guidance materials on the WSC website.
 - Ensure that all new supervisors watch the recorded new supervisor orientation and provide certification to WSC that it has been completed.
- Communicate immediately with WSC Program Coordinator regarding AmeriCorps member(s) performance issues or other program concerns.
- Document AmeriCorps member performance/personnel issues in writing, including actions taken toward resolution.
 - Be prepared to forward documentation to WSC as requested and to ensure proper documentation for member file.
- Follow AmeriCorps member discipline procedures as outlined in the Member Service Agreement and WSC policy POL-130.
 - Work with the WSC Program Coordinator if there are any service site policy conflicts or different approaches.
 - These are to be coordinated for clear and consistent messages to members should disciplinary issues emerge.
 - Please also refer to Section XI: Order of Precedence as contained within the WSC/WRC MOU.
- Add approved alternative service hours to the WSC timesheet as regular service hours.

5. Sponsoring Organization Coordinates With WSC/WRC Prior to Removal or Transfer of Members

- Consult with WSC Program Coordinator prior to taking action to remove or transfer an AmeriCorps member.
- Any removal or transfer of a member without prior approval may result in corrective action according to the WSC MOU.

6. Sponsoring Organization Strives for Full Retention

- Use retention strategies to ensure member(s) successfully completes his/her full term of service both total hours and full term of service.
 - If a sponsoring organization or one of its sub-grantees or member service sites hires a WSC member before the completion of that member's agreed-upon term of service, the WSC may elect not to place another member with that organization or the sponsoring organization in the future.
- If a member indicates the intent to leave his or her service early, contact the Program Coordinator immediately.
 - Troubleshoot reasons for exit with member and WSC coordinator in efforts to retain member.
 - If early exit is unavoidable, ensure completion of all WSC-required exit documentation, per checklist on WSC website, prior to member leaving service.