

Meeting Minutes

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| **Date**  | 27/04/2023 |
| **Time** | 19:00- 20:00 pm |
| **Platform** | Zoom |
| **Session** | Supervisor Meeting |
| **Aim** |  |
| **Attendance** | Present – Nuala Hemphill, Charlotte Thorne & Harshita NotyalAbsent – Clare Ouaddane, Christopher Clark, Alan Williams, Andrew Sheldon, Lesley Jackson, Alice Honeycombe, Haajarah Razaq |

Discussion Points

* New Supervisor training to take place in the start of May.We did invite our volunteer call handlers to express interest for the supervisor role, however, did not get any applications/interests. *Charlotte suggested, maybe one of the Tuesday evening sessions could be a session on supervisor role? So that our operators can hear about the role from the existing supervisors before deciding if they would like to be develop in the role. We could also maybe have people shadow the supervisor shift before getting trained on the role, so they are able to practically understand the case. - HN suggested as the Tuesday sessions are now led by volunteers Charlotte can reach out to Christopher or Clare and discuss the idea further. We also spoke about that the only downside to super role is that at times it feels they are working alone. Deputy role maybe a good idea for lunch covers or in case supervisor needs support – HN to take this back and discuss the idea on how we can implement it.*
* HN: Anti – Racism level 4 need to be finished by end of April. *– HN – A reminder for Anti Racism will be added in the Newsletter dated 28th April and add the link for easy access.*
* HN: Supervisor development session – we planning to have some sessions planned in for our supervisors, we are building on the idea and would welcome any ideas and suggestions from all. *Both Charlotte and Nuala think that's a good idea. Maybe be good idea to have a survey re timings, topics, etc. (Nuala - suggested Survey Monkey)*
* HN: We are now ready to bring Quality Assurance back which will take place from May. Thank you to the supervisors for their inputs and we will be sharing this update in the newsletters, we ask for patience while we roll this out again and look forwards to providing more feedback opportunities again. *– Charlotte asked if the supervisor calls will also be Quality Assured? This will help to make sure that all the supervisors are following the same processes and procedures. HN – As of now that is not planned, however will take it back to Tash as she is leading on the QA project.*
* HN: Abusive caller – We have observed recently that we have an abusive called on the line, we have listened to some calls and observed that operators are not using the Abusive Caller Script. Please advise operators to follow the script. If supervisors could also emphasise on this during briefings and debriefings. The operators should be notifying the supervisor as soon as they have such a call instead of waiting till the end of the day and only sharing it during the debriefing.
* HN: We 'may' have a temp position for a paid CH on the NSL, if any volunteers you know might be interested, please ask them to send an email to the supportline@redcoss.org.uk. *Nuala raised a question i.e. why NSL does not have paid supervisor role? HN- to go back and find out more about it.*
* PB: HIU - it was discussed that handover of this information takes place to the PM sup so that message can be shared on shift for those taking calls on additional line.
*CC: How to pass over the information? Just verbal? What about pass the info during the shift?* *– Is being discussed internally, will share more details soon.*
* Nuala - Will there be official signposts updated on OM about Sudan? *Charlotte suggested Sudan embassy will be a good signpost for people. HN – We are waiting for an update from the crisis response team on the involvement of NSL. Also, there is an updates page soon to be added on BRC website and can be used to find more information.*
* HN: colleagues in the Sudanese Red Crescent and ICRC continue to provide support on the ground. We cannot open tracing enquiries as of now - keep checking website for any changes, the current advice is to keep trying as internet and comms are intermittent. If people want advice about bringing family over through refugee family reunion they can call the FR team on Family Reunion Enquiries Service call or whatsapp 07834 496 781 (Mon - Fri 9am - 5pm) Email - FRAdvice@Redcross.org.uk