

Levels of Supervision

Direct Supervision: The supervisor gives specific instructions on all assignments. Work is reviewed for completeness and accuracy, or the employee performs tasks which provide inherent checks built into the nature of the work.

General Supervision: The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priorities. Additional, specific instructions are given for new, difficult, or unusual assignments. The employee uses initiative in carrying out recurring assignments. The supervisor assures that the work is technically accurate and in compliance with instructions or established procedures.

Intermittent Supervision: The supervisor makes assignments by defining objectives, priorities and deadlines, and assists the employee with unusual situations that do not have clear objectives. The employee plans and carries out successive steps and resolves problems and deviations in accordance with instructions, policies, and accepted practices. The supervisor reviews the work for technical adequacy and conformance with practice and policy.

Administrative Supervision: The supervisor sets the overall objectives and resources available. Supervisor and employee, in consultation, develop deadlines, projects, and work to be done. The employee plans and carries out the assignment, resolves most of the conflicts, coordinates work with others and interprets policy on own initiative. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications.

General Direction: Assignments are made in terms of broad practice, precedents, policies, and goals. Work may be reviewed for fulfillment of program objectives and conformance with departmental policy and practice.

Long-Range Administrative Direction: The employee generally proceeds independently in accordance with general plans, policies and purposes of the department. Results of work are considered technically authoritative and are normally accepted without significant change.

Types of Supervision

Level of supervision is determined by the way in which work is assigned, when it is reviewed, how it is reviewed, and what guidelines, prototypes and protocols are available.

Definitions of Types of Supervision Received:

- **Close Supervision** — indicates that the incumbent is assigned duties according to specific procedures. Work is checked frequently, and in addition there may be formal training.

- **Supervision** — indicates that the incumbent performs a variety of routine duties within established policies and procedures or by referral to the supervisor's guidelines.
- **General Supervision** — indicates that the incumbent develops procedures for performance of variety of duties; or performs complex duties within established policy guidelines.
- **Direction** — indicates that the incumbent establishes procedures for attaining specific goals and objectives in a broad area of work. Only the final results of work done are typically reviewed. Incumbent typically develops procedures within the limits of established policy guidelines.
- **General Direction** — indicates that the incumbent receives guidance in terms of broad goals and overall objectives and is responsible for establishing the methods to attain them. Generally the incumbent is in charge of an area of work, and typically formulates policy for this area but does not necessarily have final authority for approving policy.