

Four Functions of Supervision (Adapted from Morrison 2010)

<p>Management: <i>Knowing the supervisee and helping them assess how well they are fulfilling their role</i></p> <ul style="list-style-type: none"> • Role and Task Clarity (own and other agencies) • Policy and procedures understood • Expectations are clarified • Quality assuring and giving feedback • Audit and compliance monitoring • The worker understands the limits and use of personal, statutory and agency authority • Plans are reviewed and completed within the agency and statutory framework • Standards of record keeping are maintained • The worker understands the tensions and limits to autonomy and accountability and when to consult the supervisor • The workload is appropriate • The work is undertaken within a safe environment 	<p>Development: <i>Helping the supervisee to reflect on out work and themselves in their work, so they can learn and adapt</i></p> <ul style="list-style-type: none"> • Appraisal • Help the worker develop skills and competence • understanding the workers theoretical base, knowledge, skills and values • Understanding the workers learning style and blocks to learning • Supporting the worker in setting professional goals • Regular feedback and reflection on themselves at work • Learning from success and mistakes • Supporting the application of theory in practice • Feedback to the supervisor about how supervision works for them and how it can be improved
<p>Support: <i>Helping the supervisory process the emotional impact of the work we do</i></p> <ul style="list-style-type: none"> • Validate the worker as a professional and an individual • Clarify the boundaries between support/supervision and counselling • Clarify the limitations of confidentiality • Support the worker in expressing complex and powerful emotions • Help the worker explore emotional blocks within the work • To monitor and attend to the workers levels of stress, motivation and well-being • To explore issues about diversity, discrimination, harassment, bullying in a safe setting • To assist the worker in exploring and improving difficult/conflicted relationships • To clarify when the worker should be advised to seek external counselling and its relationship with performance monitoring 	<p>Mediation: <i>Helping the supervisee to negotiate their relationship with the social and organisational context of our work</i></p> <ul style="list-style-type: none"> • Negotiate and clarify the team's role and responsibilities • Brief managers about resource deficits or implications • Help the worker use resources efficiently • Represent staff needs to hire management • Consult and brief staff about organisational development • Support staff through transitions when change occurs • Represent, advocate or accompany staff in work with other agencies • Involve and support staff in decision-making • Provide clarity about what can be influenced within the organisation from the role • Advocate with other teams/ organisations • Deal sensitively with complaints