

## WINNIPEG CHILD AND FAMILY SERVICES

### Supervision Policy

Implementation: March 1, 2004

Updated January 2009

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#### Preamble

Supervision is critical to the quality of service delivery and the experience of service users. Winnipeg Child and Family Services is committed to the support and development of its supervisors, who play a key role in supporting staff in a complex and demanding practice, toward the best interests of our clients.

#### Definition

Supervision is a relationship process between supervisor and staff, in both one-to-one and group settings, intended to meet certain organizational, professional and personal objectives. These objectives or functions are:

- Management- Competent, accountable performance and practice
- Education- Continuing professional development and reflective practice
- Support- Assisting the staff to operate within the system
- Mediation- Engaging the individual with the organization

A detailed description of the functions of supervision is attached as part of a Leading Practice Guideline.

#### Core Statements

1. Supervision is the key to effective management of performance and practice.
2. The quality of supervision has a direct bearing on the quality of services and outcomes for users, staff, the Branch and collaterals.
3. Supervision is a negotiated, cooperative and structured relationship, which all staff require and are entitled to receive.
4. Supervision is a relationship of authority and responsibility in which the dynamics of power and the appreciation of difference are central.
5. Supervision is a shared responsibility among the supervisor, the supervisee and the Branch.
6. Supervision is the most influential process through which individual staff perceive and relate to the Branch.
7. The Branch has a responsibility to train, support and develop its supervisors.

For more detail on the nature of the supervisor and supervisee relationship, see the Leading Practice Guideline and the Structuring Supervision Document.

## Components

- **Nature of Supervision:** Quality supervision occurs when supervisor and supervisee meet regularly, for an uninterrupted period of time, to facilitate the development of a strong supervisory relationship. Supervision or consultation occasionally needs to occur on an ad-hoc basis. The frequency of regular supervision varies around the supervision needs of both the staff and Supervisor.
- **Scheduling of Supervision:** At a minimum, scheduled supervision should occur on a monthly basis. Bi-weekly supervision is preferred. Full case reviews should be completed on a quarterly basis.
- **Content of Supervision:** The topics that may be covered during a Supervision Session include:
  - Review/Update from Previous Supervision
  - Case Reviews
    - Assessment
    - Case Plan Progress/Referrals
    - Contact with Family
    - Contact with Collaterals re. Evaluating Parents'/Family's Progress
    - Support Plan
    - Documentation
  - Child in Care Update
    - Assessment
    - Case Plan
    - Face to Face Contact
  - Children/Families receiving Services Update
  - Review of Critical Decision Points (e.g. Apprehension, Reunification Plans, Permanency Planning, Case Closures)
  - Supervisor's Feedback
  - Employee Wellness (Personal and Professional)

For more detail see Leading Practice Guideline and Structuring Supervision Document.

**Recording and Documentation:** The shared responsibility between the Supervisor and the worker should be reflected within the case file. Therefore, Supervisors should maintain a record of their case reviews and these records should be placed on the case file as Supervision Notes when the case file is closed or transferred.

- Provincial standards outline the record keeping responsibilities of the social worker or case manager. The Standards also outline key decision making points that require review by the Supervisor.

The role of the Supervisor is to review:

- Risk and Safety Assessment information
- Family Assessment information

- Case Planning
- Care plans for children and youth in care
- Contact with parents, children and youth

The Supervisor may also have direct contact or provide an intervention on a case (i.e. a phone call with a client). This information is to be recorded as per our Branch recording policy and is to be placed on the case file.

### **Case Consultation**

Case consultation may occur with the Service Manager, the CEO or others with expertise such as staff members of the General Authority. These consultations should be documented and included on the case file at the point of transfer or closing. This would include regular supervision sessions for the Supervisor with the Service Manager where case consultation and discussion occurs.