

## ***9.8 Monitoring and Evaluation***

Organisations will need to oversee the work of supervisors in regard to administrative concerns (e.g., who is and is not attending supervision; number and duration of sessions; areas of concern and general satisfaction with the process), but they will need to accomplish this within the bounds of confidentiality appropriate to the clinical supervision relationship. While it is part of the clinical supervisor's role to explain confidentiality and its limits to supervisees, this should also be specified in the policies of the organisation, and the organisation should support supervisees' right to confidentiality.

Unless a supervisee breaches a code of conduct, fails in duty of care or is perceived to be in danger by his or her supervisor, confidentiality should be maintained. Any provision made for sharing of information between line managers and clinical supervisors (where these roles are held separately) should be discussed and negotiated with the supervisee, and its content and aims discussed in detail, prior to any disclosure. The organisation also needs to have a grievance process, clearly stating the protocol to follow, for supervisees who are unable to resolve problems with their supervisors.

To assist with monitoring and evaluation, the organisation should prepare a set of tools for (1) supervisors evaluating supervisees, (2) supervisees evaluating their supervision and (3) evaluating the framework as a whole.

For examples of areas to consider and questions to ask in evaluating supervisees, Visit: [www.cfalender.com](http://www.cfalender.com).

For examples of areas to consider and questions to ask in gaining supervisee feedback, Visit: [www.cfalender.com](http://www.cfalender.com).

The Mental Health Coordinating Council (Bateman, Henderson & Hill, 2012) recommends the following issues be addressed when conducting an evaluation of a practice supervision program:

- 1) the extent to which program objectives have been achieved
- 2) the extent to which the program has met the needs and expectations of supervisors, supervisees and the organisation
- 3) the impact of the program on work practice