

UnitingCare Moreland Hall Professional Supervision Policy



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Statement

UnitingCare Moreland Hall is committed to providing professional supervision for all staff who have direct contact with clients. Professional supervision is to be adaptable and relevant to professions and service components within the service.

Professional supervision is one of the clinical tools available to assist staff to develop and improve clinical skills, thus enhancing work satisfaction, reducing and managing work stress and providing clients the best possible care.

The provision of professional supervision to staff will be equitable, systematic and responsive to supervision needs.

UnitingCare Moreland Hall will ensure that all clinical staff have relevant and regular supervision by suitably qualified and experienced supervisors.

Objectives

Professional supervision occurs within UnitingCare Moreland Hall's Alcohol and Other Drugs (AOD) framework to promote quality clinical practice, professional standards, competencies and self-care.

Definitions

Professional supervision is defined as a form of supervision by a person with specific expertise in professional supervision. It is one of the clinical tools available to assist staff to develop and improve clinical skills, enhance work satisfaction, reduce and manage work stress and providing clients the best possible care. This is distinguished from line management and peer supervision.

Policy

All staff who will have direct contact with clients will have regular supervision provided by qualified and experienced practitioners, on a group and/or individual basis.

Supervision between supervisors and supervisees will be a systematic and planned occurrence. Supervision will be responsive to individual needs and take account of operational requirements of UnitingCare Moreland Hall.

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Professional supervision can be provided internally or externally. At UnitingCare Moreland Hall the provision of external supervision does not supersede the minimum standard of internal supervision provided to staff. External supervision is seen as a supplement to our internal supervision framework. The cost of external supervision will not be met by UnitingCare Moreland Hall.

In addition to planned supervision it is recognised that there will be times where supervision occurs unplanned as a response to individual needs and events that occur in the workplace. Time spent in approved professional supervision will be considered paid work.

Training will be available for all those staff providing supervision either through an internal training course or an external provider. In addition supervisors will be supported in their continual professional development through study leave and study funding provisions to attend seminars and workshops that update and enhance supervision skills.

The confidentiality of supervision sessions must always be maintained. Confidentiality may be breached if the supervisor has sufficient concerns about the supervisees practice and the issue cannot be resolved with the supervisee. In this instance the advice of the Program Manager will be sought.

The quality of clinical practice and the professional needs of staff are identified and monitored. Supervision will contribute to the development of professional and ethical standards of service provision to clients.

Functions of professional supervision include:

Accountability

Review and assessment of clinical work

Reflection of practice

Clinical feedback

Problem solving

Setting clinical goals

Education and professional development

Support

Professional supervision should be focused on client issues, rather than the practitioners' personal issues. If personal issues are of concern to either the supervisee or supervisors, other forms of support need to be considered such as referral to our Chaplain or Employee Assistance Program (EAP) POL029.

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Confidentiality and Communication

Supervisors are required to report on the operational aspects of supervision to the supervisee's line manager on a quarterly basis or as required.

Clients' personal details including name, date of birth and address must remain confidential through out the supervisory process.

Details of professional supervision discussions remain confidential with the following exceptions:

Where supervision reveals an issue relating to duty of care to the client or the staff member, the supervisor is required to report the situation to the program manager in the required format immediately

Where the supervisor has duty of care concerns regarding a supervisees practice, they should consult with the program manager.

To inform processes such as the annual performance process, credentialing and scope of practice.

The supervisors own supervision, with the supervisee remaining anonymous.

Documentation

Records will be kept for all planned supervision to monitor the number of staff receiving supervision by managers, and the frequency of supervision received. A signed copy of the supervision record should be available to the supervisor and supervisee, retained for seven years from the time of last contact and stored within a locked cabinet only accessible to the supervisor according to Moreland Hall's agreed file storage arrangements and disposed of in keeping with the *General Retention & Disposal Authority for Public Health Services Patient Information Records*.

It is the supervisee's responsibility to document discussion regarding a client in the client's record as soon as practicable following the supervision session or kept in a 'working file' and placed on the client file after discussion of that client has ceased.

Discussion and documentation of client related issues are to remain non-identified in the professional supervision record e.g., client initials only and not UR number.

Supervision arrangements should be incorporated into performance management work plans annually during the performance appraisal process.

Moreland Hall is committed to maintaining and improving the quality and effectiveness of professional supervision. Feedback from supervisors and supervisees regarding professional supervision will be sought annually. The supervisor and supervisee may review the supervision process more frequently if required.

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Records and documentation relating to professional supervision unless specified elsewhere are to be retained by the supervisor. Personnel records are maintained both electronically or in hardcopy in accordance with Moreland Hall's Privacy Policy and relevant legislation.

Responsible Officer(s)

It is the responsibility of Management to ensure that:

- All staff are aware of policy and procedures and have access to professional supervision
- All supervision requirements are arranged and approved
- Supervision arrangements are reviewed and discussed at least annually with staff

It is the responsibility of the Supervisor to ensure that:

- There is an ongoing commitment to professional supervision and it is incorporated into their work practice
- Professional supervision arrangements are negotiated and reviewed with the supervisee
- Principles of ethical practice are utilised with respect to confidentiality and accountability
- Professional development and practice are maintained in order to provide quality professional supervision

It is the responsibility of the Supervisee to ensure that:

- There is an ongoing commitment to professional supervision and it is incorporated into their work practice
- Professional supervision arrangements are negotiated and reviewed with the supervisor
- The model of supervision is negotiated with their supervisor that best meets their (the supervisee's) needs
- Managers/Supervisors are notified of any changes to work practice, professional development needs, work times and movements.
- They remain in contact with supervisors and all relevant procedures relating to external supervisors are followed

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Procedures

All supervisors and supervisees should establish ground rules, negotiate boundaries in the relationship, enforce accountability and expectations, and build a relationship. It is expected that the first initial meeting establishes whether the supervisee would like to take a structured approach to supervision sessions such as the one detailed below or a less structured approach to meet the individual needs of the supervisee.

Supervisors are expected to read and sign FORM048 Supervisors Contract outlining their responsibilities which will be reviewed on request or as a minimum annually as part of their performance appraisal. Supervisees are also expected to read and sign FORM049 Supervisees Contract outlining their responsibilities which will be reviewed on request or as a minimum annually as part of their performance appraisal.

Supervisees are to appropriately prepare for group and individual supervision sessions utilising FORM050 Supervisee Guidelines. These guidelines provide a number of reflective questions for the supervisee to consider throughout various stages of the provision of professional supervision.

Supervisors are also required to appropriately prepare for supervision sessions utilising FORM051 Supervisor Guidelines. These guidelines provide a number of reflective questions for the supervisor to consider throughout various stages of the provision of professional supervision.

There are three (3) stages to a structured approach to supervision planning that a supervisor and supervisee may agree to follow in order to develop a clear path for supervision and a plan of action to increase the probability that goals are achieved. The three stages include developing long term goals utilising FORM052 Career Worksheet, writing down medium term goals utilising FORM053 Supervision Plan and completing a fortnightly worksheet utilising FORM054 Fortnightly Worksheet.

At a minimum all individual professional supervision sessions require FORM058 Professional Supervision Record to be completed even in the event the supervisee opts out of a structured approach.

All regular planned group supervision should have set agendas outlining the key areas to consider throughout the session. Please see FORM055 Group Supervision Agenda that may be used as a guide when negotiating the structure of group supervision amongst all participants.

When reviewing case loads FORM059 Case Load Review can be used.

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Case Presentations

An effective way to organize an approach to treating a client is to present the case to colleagues such as peers and supervisors. When colleagues are provided with the opportunity to reflect on and explore the supervisees work, the supervisee receives feedback on what they are doing well and what areas of practice and client management can be improved or enhanced. There are standard formats that may be used for presenting cases, therefore supervisees may use FORM056 Case Summary as a guide in consultation with their supervisor or refer to FORM057 Case Presentation Guidelines for further assistance.

Professional Supervision Framework

The model for professional supervision at Moreland Hall incorporates both individual and group supervision as follows:

1 hour per month individual supervision

1.5 hours per month group supervision

Individual supervision is one to one where staff are provided with an opportunity to discuss the management of their client's issues in a private forum with their supervisor.

Group supervision refers to a forum where common issues related to clinical care are discussed by all group members under the direction of a clinical supervisor. It may involve teams of people from varying professional backgrounds brought together by similar client groups.

In addition to this service areas will have a regular monthly forum of 1.5 hours for a business team meeting.

Withdrawal and counseling and support services will in addition provide forums for clinical case reviews that key personnel are invited to attend which contribute to the accountability of individual and collective clinical practice.

Moreland Hall recognizes that from time to time newly appointed staff or existing staff may negotiate with their program manager additional individual supervision. The ability to access a trained supervisor for ad hoc individual supervision as the need arises will be available for staff to request during their employment.

Supervisors will also receive the 1 hour per month individual supervision. An additional 1.5 hours per month will be allocated to discuss business and operational concerns with their immediate manager as they arise.

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Related Legislation, Policies and Regulations

Occupational Health and Safety Act 2004

UnitingCare Moreland Hall Contract of Employment

UnitingCare Moreland Hall Employee Handbook

UnitingCare Moreland Hall Employee Assistance Program Policy

UnitingCare Moreland Hall Managing Staff Performance Policy

UnitingCare Moreland Hall Performance Appraisal Policy

Authority for Approving Amendments to the Professional Supervision Policy

The Chief Executive Officer is the authority for approving amendments to UnitingCare Moreland Hall's policy and procedures on Professional Supervision.

Effective Date

Once approved by the Chief Executive Officer, the policy and procedures on Professional Supervision will be included as part of the Antiglare Moreland Hall Policy and Procedures Manual.

The Professional Supervision Policy came into effect immediately upon being approved on the 3rd November 2008.

Dissemination of Policy

The Professional Supervision Policy and related procedures shall be available on the Policies and Procedures Drive and all employees will be provided with a copy through their supervisor. New employees will be provided with a copy of the policy as part of their induction.

Review of Policy

The Professional Supervision Policy will be reviewed annually by the Human Resources Manager to ensure it remains compliant with the relevant State legislation, and the outcome of the review will be reported to the Chief Executive Officer. The review will involve assessing the effectiveness of the policy and program by such means as:

- Reviewing planned supervision attendance and frequency records;
- Reviewing performance management work plans
- Analysing results of annual survey; and
- monitoring the effectiveness of policies and procedures.