

Catholic Archdiocese of Adelaide

Professional Standards Office

Supervision and Debriefing Policy

DRAFT

Approved by:

PSRG

Date:

Policy Number:

Review Date:

Supervision and Debriefing Policy

Professional Standards Office Mission Statement

Professional Standards Office Purpose:

The purpose of the Professional Standards Office is to encourage and support the Catholic Church in South Australia to regularly review, develop and implement safe and ethical practices and respond professionally and with compassion to disclosures of adult survivors of emotional, physical and sexual child abuse and current incidents of adult boundary violations and misconduct.

Professional Standards Office Goals:

1. To support adult survivors of emotional, physical and sexual child abuse and Church Authorities to appropriately and efficiently resolve concerns and complaints about church personnel and activities.
2. To establish safe and ethical practices and responses to abuse and misconduct as professional and cultural norms within the activities of Church Authorities.
3. To empower Church Authorities to prevent/decrease further incidents of abuse and misconduct.

1. Scope

Providing a complaints management service to Adult Survivors of Child Abuse (sexual, physical, emotional, and spiritual) and adults who are subjected to boundary violations and misconduct is challenging and often emotionally demanding work. In recognition of this SA PSO places great importance on supervising and supporting staff, in addition to continuous development of staff skills and methods of practice. This policy describes the purpose and provision of supervision within the Professional Standards Office and the function and usage of debriefing. This policy is specific to the Professional Standards Office and is directed to all employees of the Professional Standards Office, including the Director and administrative staff.

2. Policy Statement

Supervision and debriefing are critical to achieving and maintaining organisational health and best practice in complaints management. This policy aims to inform staff of the Professional Standards Office about the expected standards and requirements of supervision and debriefing. It is recognised that exposure to traumatic material on a regular basis can have a negative effect on a worker's well-being, effective supervision is a core component of an organisational approach to reducing the potential impact of traumatic material. Supervision is also the key structure to support and monitor workload and work performance and the development and maintenance of a shared work vision.

3. Other Supporting Documents

Work Health and Safety Act 2012

Supervision and Debriefing Policy

Policy Reviewer:
Director of Professional standards
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Date
Version No

SA PSO Policies and Procedures

Integrity in the Service of the Church

4. Definitions

4.1 Debriefing – refers to formal or informal discussions, individually with colleagues, or as part of a larger group, and is intended to support staff reduce stress, potential for burnout. Debriefing often takes the form of sharing difficulties and frustrations about their work, or sharing emotional aspects of their work and seeking support.

4.2 Supervision – refers to operational supervision provided by the Director and enables the Director to support employees to effectively undertake their role as defined in their position description and to support and develop staff to their full potential. In this policy, the term ‘supervision’ is focussed on formal, individual discussions with the Director. Supervision and debriefing form part of an organisational structures to support staff well-being and to enhance office functioning.

5. Responsibilities

5.1 The Director is responsible for:

1. The Provision of regular supervision and debriefing for all SA PSO staff.
2. Ensuring all supervision documentation is completed for and provided to each staff members.
3. Ensuring regular team and or special issues meeting occur.
4. Ensuring that all work and performance issues are openly critically and positively dealt with in supervision
5. Ensuring that discrimination does not take place within supervision and to acknowledge and deal appropriately with gender and power imbalance and any other items which impede effective communication
6. Clarifying limits of, and respect confidentiality
7. Reporting appropriately those issues identified in supervision both individual and organisational
8. Allocating work and monitoring workload of individuals
9. Ensuring debriefing is available for staff when required for critical incidents.
10. Ensuring supervision process’ are regularly reviewed and evaluated

5.2 Employees of the Professional Standards Office have a responsibility to:

1. Prepare for regular supervision
2. Accept the mandate to be supervised and accountable
3. Attend supervision
4. To contribute to the review of the effectiveness of supervision processes within the organisation
5. Be open and share information and give full access to files/records as necessary
6. Meet the Professional Standards Office’s legal, ethical and professional standards
7. To seek and use guidance and knowledge
8. To take responsibility for own feelings
9. To accept appropriate responsibility for own performance
10. To be active in the pursuit of own development
11. To give and accept constructive feedback

12. To maintain confidentiality

6. Procedures/Procedural Guidelines

6.1 The work of the Professional Standards Office can be challenging and emotionally demanding. Supervision is critical to achieving and maintaining organisational health and best practice service provision for clients. Supervision will, through providing a supportive mechanism with a managerial/accountability function, facilitate the development of Professional Standards Office staff so that they are better able to undertake the duties required of them. In addition, effective supervision will facilitate individual and organisational changes enabling the Professional Standards Office to continually offer an improving service to clients.

6.2 Purpose of Supervision

Regular, structured supervision is essential to good practice.

The purposes of staff supervision are to:

- Ensure openness and accountability for work undertaken on behalf of the agency;
- Ensure that all work performed by the Professional Standards Office is congruent with the Professional Standards Office mission statement
- Ensure that all staff are clear about their roles, responsibilities and accountabilities;
- Develop a supportive and positive climate for practice and performance;
- Support staff members in managing the task and emotional demands of the work; and
- Promote staff development;

6.3 Principles of Supervision

Supervision is a 'right' for all staff regardless of position and is not optional.

It is the responsibility of Director of the Professional Standards Office to provide operational supervision for all staff. It is the supervisor's responsibility to ensure that protected time is identified in a conducive environment to undertake individual supervision.

The limits of confidentiality must be specified in supervision with acknowledgement of the supervisor's responsibility for managerial accountability.

6.4

	Operational Supervision
Focus	"Ensuring" Organisational Agenda
Prime role of supervisor	Delegate and monitor
Provider	Direct service staff are required to have regular operational supervision with the Director of the Professional Standards Office.
Frequency	Frequency of supervision depends on the hours worked, the job role, and level of experience. Supervision usually occurs fortnightly with more frequent informal consultations as required. New workers may receive more frequent supervision during their probationary period. A minimum of one individual supervisory session per month is a requirement for all staff.
Agenda	The Professional Standards Office Organisational Supervision Agenda

	<p>provides a framework for supervision, which includes clarification of roles, review of workload and balance, work schedules, and administrative requirements.</p> <p>Enabling staff to reflect honestly on their performance, assist them in setting relevant professional goals and help them to identify the sources of professional development available to them.</p>
Confidentiality	<p>Limited confidentiality with discretion used in passing on information in order to ensure effective team functioning.</p> <p>Supervision will be recorded by the supervisor. The record of the session should be discussed with, seen by and signed by the supervisee. Any differences of opinion between the supervisee and supervisor should be clearly noted.</p>
Challenge	<p>Challenging technical mistakes, inadequate clinical standards, and contribution to problems with team work, lack of achieving pre-agreed objectives. Based on evidence gained or observed in any work situation. Challenge occurs with expectation of compliance.</p>
Support	<p>Support given to help supervisee recognise and use own expertise and personal abilities towards team and organisational objectives.</p> <p>Helping the supervisee deal with job-related stress, and with developing attitudes and feelings conducive to maximum job performance.</p> <p>Practical help may be given outside the meeting.</p>

6.5 Recording of Supervision

The Professional Standards Office is required to provide evidence of people's attendance at supervision. Records of supervision attendance are kept by the Director and made available to

- Human Resources Manager
- Vicar General
- Archbishop Wilson
- WHS Committee

on request.

Each supervision session should be recorded by the supervisor on the supervision record (see Appendix 1). This record is a Professional Standards Office document but should be held by the Director in a locked drawer/cabinet. The record of the session should be discussed with the staff member. Access to the supervision record by anyone other than the staff member, or Director would be in exceptional circumstances only as above.

If a member of staff ceases employment with the Professional Standards Office then their supervision record will be filed by the supervisor into a sealed envelope marked 'confidential supervision record' and filed along with the staff member's personnel record. The same rules of confidentiality will apply.

6.6 Monitoring of Supervision

If a staff member does not attend any supervision within a month (unless on leave) this is to be addressed as a performance issue.

6.7 Evaluation of Supervision

All supervision is regularly evaluated by the Director. This evaluation is undertaken informally and based on participant feedback, however staff may provide written feedback to the Director at other times.

Feedback is sought about satisfaction with frequency and quality of supervision as a part of the 12 Monthly Performance Review Process.

6.8 Reasonable expectations and responsibilities of supervisors

Supervisors perform roles in both management and professional practice systems, requiring skills in the management and supervision of staff and work with clients. The supervisory relationship with the client/worker relationship should set a model of problem solving which is focused on positive outcomes, change and empowerment.

Supervision skills are based on:

- Knowledge of the agency's functions, policies, resources and constraints
- Professional judgement regarding risks, needs and resources of services users
- Knowledge about the impact of human behaviour and ambivalence on work practices
- Capacity to use authority, recognising the different sources of authority and power
- Recognition of the processes of change, both for individuals and organisations and capacity to work with those processes

6.9 Reasonable expectations and responsibilities of SA PSO Staff members

SA PSO Staff can reasonably expect:

- To understand and have access to the Professional Standards Office supervision policy
- To have effective and sensitive supervision in line with Professional Standards Office policy
- To have a manageable workload
- To be encouraged to contribute actively to the agenda and session
- To be treated in an anti-discriminatory manner
- To have permission for feelings
- To be fully involved in all decisions in the development of action plans
- To give and receive constructive feedback
- To understand and have confidence in the limits of confidentiality
- To be offered opportunities to develop performance
- To be listened to
- To be briefed about Professional Standards Office changes
- To have their experience and contribution acknowledged

Debriefing

6.10 Debriefing is a process which may be formal or informal and is intended to support direct service staff and reduce stress or potential for burnout. It is understood as a regular practice, rather than as a response only to critical incidents.

Debriefing is not the forum for dealing with staff conflict.

Debriefing is distinguished from supervision, the purpose of which is described below. The purpose of debriefing is to give workers the opportunity to:

- Share difficulties and frustrations about their work
- Discuss and share emotional aspects of their work and raise awareness of these
- Gain a greater understanding of their reactions to the work and normalise these reactions
- Gain insight by sharing experiences of difficult situations in a group setting
- Explore stress management strategies

6.11 At the Professional Standards Office debriefing occurs formally during internal supervision, during team meetings and informally between colleagues. When debriefing, staff are to be mindful of the potential impact of the information shared. Sharing graphic details of trauma stories and other stressful situations can inadvertently spread the distress to others. Sharing graphic trauma details can unknowingly traumatise their colleagues, friends and families.

Before you tell anyone a difficult story, you must give them fair warning about the content of the story and ask for consent. This can be as simple as saying "I need to debrief something that I read in a file/I heard today, with you" and allows the listener to mentally prepare themselves, or to opt out if necessary. Try to limit the graphic details of the story where possible, and if necessary add more detail during the discussion if you feel that it is required. You may find that you don't need to tell the graphic details for the debrief to be helpful. This however does not mean that you are unable to discuss graphic matters nor is it intended to interfere with necessary discussions for supervision or the smooth operation of the office.

The Professional Standards Office may from time to time review and update this policy to comply with our legal obligations, to reflect changes in technology and to our operations and practices, and to ensure it remains relevant to our service.

This Privacy Policy was last updated _____

Appendix A

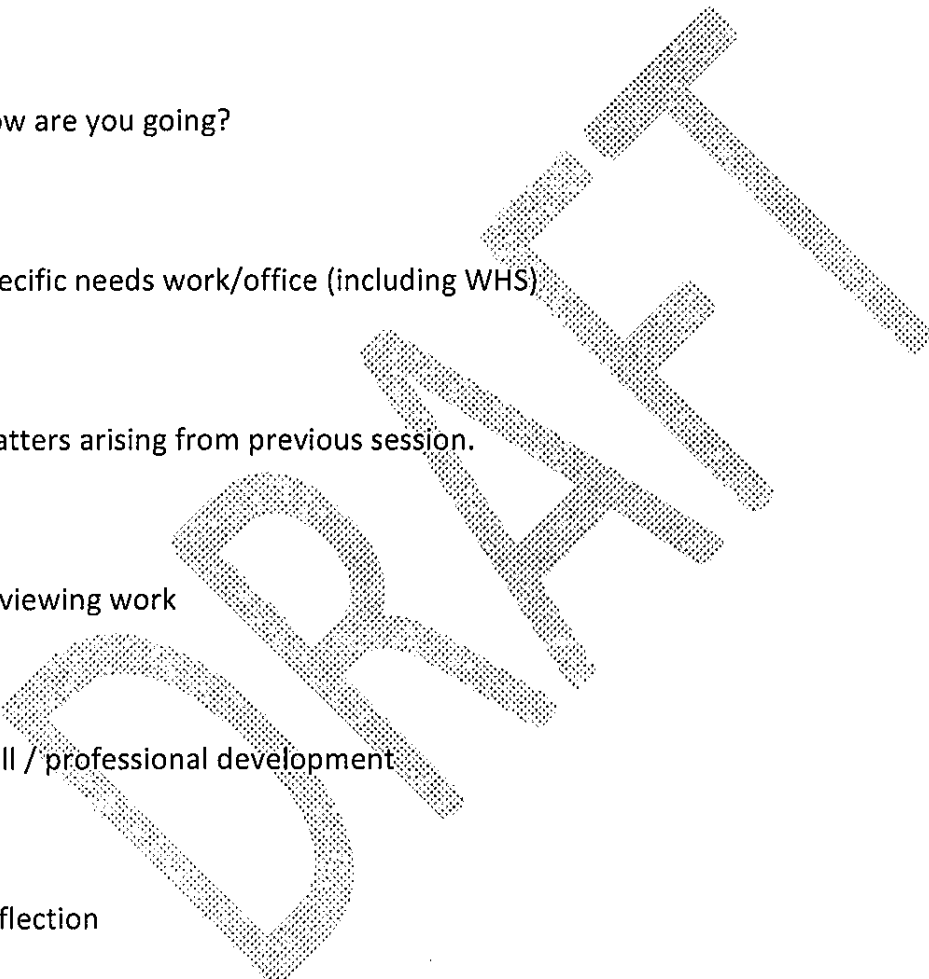
Date: _____

Time: _____

SUPERVISION AGENDA

Staff Name: _____

- 1. How are you going?
- 2. Specific needs work/office (including WHS)
- 3. Matters arising from previous session.
- 4. Reviewing work
- 5. Skill / professional development
- 6. Reflection
- 7. Any other matters (including WHS)



Appendix B

Supervision Contract To Be Reviewed 12 Monthly Review Date: _____

This is a contract for supervision between (Staff Member) and (Director)
Completed on _____

1. Mandate for supervision

2. Structure:

- a. Frequency will be fortnightly. To be reviewed after 6 months
- b. Length of sessions will be up to 1.5 hrs and/or as required
- c. Location will be in Director's office
- d. Director will record the meetings
- e. Director will securely store the records of the meetings
- f. Others who may see the record are the Vicar General , Archbishop, Human Resources Manager, Worker Health and Safety

3. Agenda is as follows.

- a. Bringing in current work
- b. Matters arising from previous session
- c. Issues arising from current work
 - i. Actions
- d. Reflection/ How are you?
- e. Professional Development

4. Interruptions will only occur in a major crisis.

5. Expectations from the process:

- a. What I want from you as my supervisor
- b. What I am willing to contribute as a supervisee
- c. What I want from you as a supervisee
 - i. Open and honest communication
 - ii. Professionalism
 - iii. Integrity
- d. What I am willing to contribute as a supervisor
 - i. Whatever it takes
- e. The things I have responsibility for as a supervisor
 - i. Ensuring regular supervision
 - ii. Ensuring and supporting your well-being in the workplace
 - iii. Professional Standards Office
- f. The things I have responsibility for as a supervisee.

Signature Supervisor.....

Signature Supervisee.....

Appendix C

Supervisee Feedback Form

Supervision	Usually	Sometimes	Never
1 Is regular and uninterrupted			
2 Is based on a negotiated contract			
3 Clarifies my roles and responsibilities			
4 Provides clear feedback and advice			
5 Encourages me to be goal directed in my development			
6 Helps me to function better in my work			
7 Ensures that agency standards are upheld			
8 Includes inspection of my work			
9 Enables me to manage my time and workload better			
10 Challenges me to work in an anti-discriminatory way			
11 Makes me feel safe enough to discuss any challenges			
12 Makes me aware of new areas of professional knowledge			
13 Helps me reflect on my strengths and weaknesses			
14 Provides me enough space to voice my issues and concerns			
15 Supports me in my work and assists me in managing stress			
16 Is a process which empowers me			
17 Is frustrating			
18 Is disempowering			
The three areas in which I would most like supervision to improve are:			
The things I could contribute to achieving those are:			
Any other feedback:			