

## Attachment 8

### Youth Care Policies & Procedures Manual Section 10.2: Page 564-568 [Attachment 8]

#### 10.2 SUPERVISION AND SUPPORT PROCEDURES

##### Procedure Relating to Youth Care Policy No: 10.2

To ensure supervision and support encompass competence, ethical judgement, technical skills, personal development, staff safety and education/professional development.

Staff supervision is to facilitate the direction, coordination, enhancement and evaluation of on the job performance of the supervisee.

The Work Health & Safety Act 2000 section 8(d) states that an employer must ensure the health, safety and welfare at work of all the employees. It defines that the duty extends to providing such information, instruction, training and supervision as may be necessary to ensure the employees' health and safety at work. Within the following supervision frameworks a number of methods will be adopted including – mentoring, modelling, coaching and case discussion (formal and informal).

***\*Individual supervision is in place to assist workers to grow and develop as professionals and also to help sustain them in the workplace.***

##### Internal Supervision/Debriefing

Case Workers have a Service Coordinator who will provide supervision, support and debriefing on a monthly and needs basis. The Service Coordinator will have regular contact with the Case Workers via the following channels:

- Monthly staff meetings (all staff)
- Monthly staff training
- Individual supervision sessions
- Impromptu supervision sessions

The Service Coordinator will have the necessary skills, qualifications and experience to support and supervise their staff. Supervision may be provided on an individual or team basis dependent on the needs of the individual Case Worker.

A debriefing session will be provided for all Case Workers when a child or young person leaves the service. Case Workers, who are particularly affected by the loss of a child or young person to another service/restoration to family, move to independent living or as a result of workplace stresses or critical incidents may request additional supervision with the Service Coordinator or counselling service/s.

## Attachment 8

### Internal Individual Supervision

Case Workers are required to attend monthly individual supervision sessions and can request additional sessions as often they feel the need. The Case Worker may request additional supervision:

- After being involved in or witnessing a critical incident;
- When a child or child or young person they have formed a strong bond with leaves the service;
- After staffing changes;
- As a result of organisational change;
- When they are feeling inadequate;
- When they are working with a client they 'don't like';
- As a result of interagency issues;
- As a result of changes to their working environment/location/practices.

***\*Please note this is not intended to be an exhaustive list. Case Workers are both entitled and encouraged to seek support whenever they need it.***

#### The Case Worker may:

- Contact the Service Coordinator and book in for an individual session (1 hour);
- Approach the Service Coordinator for impromptu support/supervision sessions.

All supervision sessions are to be documented. Individual supervision sessions are to be recorded on the 'Staff Supervision' form. Impromptu supervision sessions are to be recorded on the 'Supervision Summary'. Supervision Summary form is to form a running record of the impromptu supervision issues raised and desired outcomes.

The staff supervision form will address:

- General discussion;
- Casework Performance;
- Goals;
- Tasks;
- Due by;
- Professional Development;
- Training Requests;
- Training Recommendations;
- Training Attendance;
- Training Feedback;
- Leave Accrued;
- Leave Requests;
- Feedback or Issues;
- Communication Internal and external;
- Administration; and

## Attachment 8

- Other issues.

Within this format the Service Coordinator is to ensure all work related and performance issues are addressed and the tasks which are set are reasonable and realistic within the parameters of the position held. The Service Coordinator is to ensure that supervision notes clearly define the goals of each party to the session and their responsibilities and is signed and dated by both parties.

### Critical Incidents

Critical incidents can often impact strongly on the Case Worker involved. Any staff member who is affected by a critical incident is encouraged and supported to request and participate in individual supervision either with the Service Coordinator or with our EAP service providers.

### Internal Supports

The Service Coordinator is responsible for organising supervisions session/s as soon as is possible post the incident. The process is the same for any request:

- Request/recommendation;
- Day, date and time set and confirmed;
- Private non-confrontational setting secured;
- Documentation.

The Service Coordinator will at times find it necessary to make strong recommendations for a worker to participate in individual supervision such as:

Boundary issues (professional boundaries); and

Theme difficulties (the worker is experiencing difficulty working within the parameters of his/her role i.e. family structure/interagency interaction)

When the Service Coordinator assess that a Case Worker may benefit from individual supervision and who has not identified this need themselves will:

Contact the Case Worker and let them know that you believe that there may be some issues which need to be addressed;

Set the time, date and venue;

Prepare an outline of the issues which need to be addressed to support the process:

- Allow the Case Worker to debrief;
- Allow the Case Worker to raise and address their issues;
- Redirect the meeting to address any outstanding issues identified by the Service Coordinator;
- Suggest options, strategies and clear directives if necessary where necessary;
- Make a subsequent appointment to review outcomes.

## Attachment 8

- Both to sign and date a copy of the notes taken

If the Case Worker is reluctant to attend or displays avoidance tactics the Service Coordinator would explore reasons:

- Does the time, date and venue suit?
- Are there issues with his/her Service Coordinator?

If the above process does not identify a rational for the avoidance then a clear directive would be given to the Case Worker that supervision is required. If the Case Worker fails to comply with the directive within a reasonable time frame the issue will become a disciplinary one.

### External Supports

Youth Care UPA's Employee Assistance Program

Youth Care UPA's employee assistance program is in place to allow staff members to access external supervision with a registered psychologist. In offering this assistance, Youth Care UPA is acknowledging the complexity of issues which may arise when working within the OoHC (Out of Home Care) system.

It is the responsibility of either the Case Worker/s to request a session and/or the Service Coordinator to recommend a session. Options available through our EAP scheme include:

- Individual Clinical Supervision;
- Individual Debriefing Sessions;

The program guidelines are as follows:

Youth Care UPA Provide Ongoing Clinical Supervision on a four (4) weekly basis for all staff.

### Appraisal

Newly appointed staff will be appraised prior to their probationary period expiring. This period is generally equivalent to six months. The appraisal will result in work performance being assessed against competency checklists and will incorporate the notes from supervision sessions. The session will result in:

- Clearly documented skill/competencies;
- Issues being identified and addressed;
- Goals set;
- Salary review;
- Grade review;

## Attachment 8

Youth Care UPA Program Manager is authorised to alter staff member's award grade on the form 'Youth Care UPA Employee Review Form'. All fields must be completed and the form is to be submitted to the UPA Regional Manager for final approval.

All staff will be appraised on an annual basis using an integrated appraisal tool comprising supervision records and probationary reviews.

### Emergency Code Responses

We recognise that there is an increased risk for off-site workers. To minimise this risk the Coordinator/s will set a code word, phrase or sentence. If the worker uses the 'code' during a check in call the following processes are to be followed:

- call the police.
- document the call – time, background noises etc.
- call the worker back – keep either the child or young person or the Case Worker talking unless this may place them at more risk.

### Transporting a Client

- Ensure there are sufficient staff within the vehicle;
- Remove lighters – they may be used as a weapon;
- Drive in the left hand lane wherever possible to allow for a quick stop;
- All children and young persons are to be seated in the rear seat of vehicles adjacent to the driver
- Check in processes as above
- First aid kit in vehicle
- Vehicle must be well maintained and be comprehensively insured

### Stalking

- While stalking may not be a widely recognised problem, it is a problem that has been identified and any staff member who is a victim of a stalker is to:
- Advise their Service Coordinator
- Document every contact, telephone calls, messages, letters;
- Document every occasion of being followed by car or on foot, or of being watched;
- Where possible use an answering machine or caller display phone – log each contact;
- Advise their co-workers, friends, family and neighbours of the situation;
- Vary their routines as much as possible;
- Carry a personal security alarm/spray etc;