

SUPERVISION

PURPOSE

Male Survivors Otago (MSO) Supervision Policy (the 'Policy') is to enable and support peer-workers to provide ethical and high-quality support services to the male survivors of sexual abuse ('male survivors'). It defines a particular professional development activity that is intended to help peer-workers develop their knowledge, capability and competence, be responsible and confident in their practice, and thus improve the wellbeing and safety of the male survivors they support.

CONTEXT

MSO peer-workers, who are the focus of this Policy, are expected to utilise the **MSO Peer Support Guidelines** as a frame of reference for their peer-support activities. These Guidelines are based on the **Intentional Peer Support (IPS)** model that embraces a strengths-based rather than illness-based approach to 'enabling the wellbeing of male survivors'. It is important that supervisors working with MSO peer-workers are familiar with the Guidelines, appreciate the values that underpin the IPS approach, and apply those values when conducting supervision activities.

The overall approach to supervision should be characterised by the supervisor **working alongside** the peer-worker(s) and taking particular care to:

- Develop a genuine (open and honest) **connection** with the peer-worker;
- Welcome and respect their particular **worldview**;
- Operate in a way that demonstrates **mutuality** and equality – an absence of power or privilege in the relationship; and
- View the relationship as a journey that is **moving towards** the wellbeing of the peer-worker

SCOPE

This Policy applies to all peer-workers (employees and volunteers) working for MSO who provide individual or group peer support services to male survivors and their Whanau/families or are involved in community and/or education services to promote and support the recovery of male survivors. The Policy is intended to clarify the obligations and responsibilities of the participant-roles – supervisor, supervisee and manager/leader – and ensure the integrity and effectiveness of the supervision process.

OBJECTIVES

Supervision involves regular, protected time for facilitated, in-depth reflection on peer support practice that is focused on developing peer-worker (supervisee) skills, understanding, abilities and ethical requirements of providing an effective support service to male survivors.

Supervision has three key objectives:

Educational (Formative)

Educating and developing each peer-worker in a manner that enhances their full potential:

- Providing peer support knowledge and skills;
- Developing peer-worker self-awareness;
- Enabling the peer-worker to reflect on their work; and
- Moving a peer-worker from a novice to experienced.

Supportive (Restorative)

Developing and maintaining harmonious working relationships with a focus on morale and job satisfaction:

- Dealing with job related stress;
- Sustaining peer-worker morale;
- Developing a sense of professional self-worth; and
- Developing and maintaining collegial relationships.

Administrative (Normative)

The promotion and maintenance of good standards of work, including ethical practice, and adhering to relevant MSO policies and protocols, including this Policy:

- Clarifying roles and responsibilities;
- Assisting workload management;
- Enabling review and assessment of work; and
- Addressing organisation and peer-support issues

DEFINITIONS

Manager/ leader	Refers to the manager or leader of MSO but may also be seen as MSO, the organisation
Peer-worker	Means an individual engaged as an employee or volunteer by MSO to provide peer-support services to male survivors of sexual abuse.

CULTURAL FOCUS

MSO supports and encourages culturally focussed supervision and is committed to the engagement of appropriate supervision expertise as required to:

- Recognise the Treaty of Waitangi and acknowledge the importance of engaging Tangata Whenua supervision expertise where peer-workers are providing peer support to Maori male survivors; and
- Embraces the multicultural nature of Aotearoa New Zealand and appreciate the importance of engaging appropriate supervision expertise from relevant cultural practitioners where peer-workers are providing peer support to male survivors from a different culture to their own.

CORE ELEMENTS

This Policy has three 'core elements' that together express MSO's requirement for the provision of appropriate supervision for peer-workers (supervisee's).

1. Formal arrangement

Supervision must be:

- Established as a formal and contracted relationship that:
 - Contracts an external supervisor (i.e. external to MSO the peer-workers) to ensure clear boundaries and independence of the supervision process;
 - Requires the supervisor to have appropriate supervision expertise, particular experience for the supervision of peer-workers and a good working knowledge of the MSA peer-support model;
 - Can accommodate an individual and/or group supervision process; and
 - Is documented as an agreement between MSO (manager/leader), the supervisee and the supervisor, which establishes the clear accountabilities, an appropriate process, record keeping and reporting while balancing the need for confidentiality.
- A regular, structured, protected and reviewed process that:
 - Occurs on at least on a monthly basis or more frequently as required to enable and support the supervisees work;
 - Reflects the level of competence and experience and work hours of the supervisee with an expectation that the 'closer' supervision provided for novice peer-workers will be relaxed commensurate with the level of professional autonomy they demonstrate;
 - Allows for the disclosure by the Supervisor to the Manager or relevant other people of situations where:
 - Any unethical or unsafe practices identified during supervision have not been satisfactorily resolved; and/or
 - Any risks or issues that threaten the safety and/or wellbeing of the peer-worker or their clients that cannot be resolved without reference to an appropriate third party.
 - Is reviewed at least annually; and

- Where the same supervisor-supervisee relationship has been in place for a period of more than three years, the arrangement should be subjected to a special review to challenge the ongoing effectiveness of the supervision relationship and outcomes.
- Appropriately recorded such that:
 - It enables regular (minimum three-monthly) reporting of the following supervision session information to the Manager and or MSO as relevant:
 - The dates supervision attended and the duration of each session;
 - A statement that the supervisee is/is not fulfilling the terms of the supervision contact;
 - Any occurrence of unsafe or unethical practice that remains unresolved; and
 - A statement that supervision is in accordance with this Agreement
 - It provides for any organisational personnel record keeping (e.g. qualifications framework and/or training and development) requirements and/or any Government Agency contractual reporting requirements;
 - Privacy and confidentiality requirements are always respected including any contract requirements for reporting the supervision process to MSO and/or the use of any supervision process information by MSO or any third party for the professional development of the supervisee; and
 - Any recording of information relating to male survivors adheres strictly to the relevant legislative requirements of the Privacy and Official Information Acts.
- Established as part of MSO's organisational service improvement and risk management frameworks such that:
 - The organisational risk management policies require the implementation of appropriate and effective peer-worker supervision processes; and
 - The general outcomes of the supervision process, subject to relevant privacy and confidentiality requirements, are available to inform the improvement of peer-support policies, protocols and practices.

2. Appropriately focussed

Supervision must be:

- Focused on enabling the supervisee to provide best practice peer-support services to male survivors by:
 - Ensuring that peer-support practices are aligned with the MSA model of peer-support; and
 - Acknowledging the relevance and importance of the MSA peer-support competencies framework in achieving effective outcomes for male survivors.
- Focused on the practice and learning needs of the supervisee by:
 - Embracing the peer-to-peer nature of the supervisory process by modelling the values of the MSA peer support model;
 - Retaining a co-learning orientation that refrains from instructing or advising and preferences role modelling and learning by example; and
 - Enabling and encouraging the supervisee to contribute to and prioritise the focus of supervision session agendas.
- Relevant to the supervisee's developmental level having due regard to their level of competence, experience and workload.

3. Aligned

Supervision must be:

- Consistent with the stated objectives of this Policy;
- Cognisant of MSO's commitment to providing culturally focussed supervision;
- Aligned with the shared values¹ of MSA-aligned peer-workers; and
- Aligned with the MSA peer-support model and competency framework.

¹ Refer to the values stated in the MSO Code of Ethics.

ROLES

Supervisor

It is the supervisor's role (alongside the supervisee) to:

- Provide effective supervision support that achieves the educative (formative), supportive (restorative) and administrative (normative) objectives of this Policy (refer Objectives above).
- Ensure that their approach is to teach by example and role model the required per support values and competencies and not just to instruct or advise;
- Be aware of their own limitations in the supervisory context, respect the peer-to-peer, working alongside, nature of the supervisory process, retain a co-learning orientation and refrain from coercing the supervisee to adopt particular work practices; and
- Select a supervision approach that takes into account the supervisee's level of competence and workload and enables and encourages a supervisee to develop at an appropriate pace from unconsciously incompetent (supervisees don't know what they don't know), through to consciously competent (supervisees perform with thought and competence).
- Ensure that proper records of supervision sessions are kept and that supervision reports are filed in accordance with this Policy.
- Comply with the requirements and expectations of the applicable supervision agreement.

Supervisee

It is the supervisee's role to contribute positively to the aims and objectives of the supervisory relationship by:

- Contributing to the development of the supervision agreement and the supervision approach adopted;
- Participating positively in the supervision process including helping to set session agendas, attending scheduled sessions on time and problem solving in regards to their own practice and their own professional development;
- Using the supervision process to develop their understanding and application of the MSO peer-support model;
- Taking responsibility for maintaining proper case records as required by MSO policies or protocols;
- Acting in accordance with the MSA Code of Ethics: and
- Observing the requirements of this Policy.

Manager/Leader

The role of the Manager/leader includes the following responsibilities:

- Understanding and appreciating the benefits of supervision and being familiar with the supervision options and processes and the requirements of this Policy;
- Explicitly supporting supervision and setting an example (as appropriate) by attending their own supervision;
- Ensuring that their organisation has established protocols and procedures to enable and support a supervision process that sets out expectations, limitations, roles and responsibilities and processes, which are aligned with this Policy, or uses this Policy for that purpose;
- Developing options for supervision that are culturally appropriate for supervisees;
- Enabling, encouraging and supporting peer-workers to engage in an appropriate supervision process including assisting as required with the engagement of supervisors, facilitating the development of appropriate agreements and facilitating the attendance of peer-workers at their supervision sessions etc.
- Ensuring that there is an agreed supervision agreement in place that aligns with the MSO supervision requirements and the expectations of this Policy;
- Ensuring that proper supervision records are maintained and, subject to confidentiality requirements, that the MSO's risk management and practice/process improvement processes are informed by any learning outcomes.

APPOINTMENT

The appointment of a supervisor should be a collaborative arrangement between the organisation (Manager) requiring compliance with this Policy and the supervisee (peer-worker) so that both parties are satisfied that the supervisor has the skills and experience to enable and support the supervisee to participate effectively in their peer-support activities.

The appointment should be formalised by a contract between the organisation, the supervisor and the supervisee, which meets the requirements of this policy.

The organisation should meet the contractual costs (typically supervisor fees) of the supervision arrangement.