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| **Individual Supervision Record** |

**Definition**: Individual supervision meetings are regularly scheduled one-on-one sessions between the supervisor and caseworker that addresses the accountability/administrative, educational/professional development, and supportive functions of supervision.

**Purpose of the Tool:** The Individual Supervision Record should be used by a supervisor to track the progress made with the caseworker over the course of each period. The tool assists the supervisor to facilitate a constructive dialogue with the caseworker about the functions of supervision.

**Frequency/Duration:** Should be held for approximately one hour and routinely scheduled once a week or according to the needs of the caseworker.

**Guidance:** Case management supervisors and caseworkers are both responsible for preparing information to share based on the week’s activities, as well as any pre-determined topics (as discussed in a previous meeting and/or as decided within a capacity building plan). This can include cases, questions from the caseworker and feedback or guidance from the supervisor. Supervisors should create an environment of openness where caseworkers are encouraged to reflect honestly.

Individual supervision meetings should be held in a private location to ensure confidentiality. Identifying information about the case can be discussed openly with the supervisor in this space, for appropriate guidance and support to be offered.

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| **Supervision Practices Conducted this Period** | | |
| **# Shadowing Visits** | **# Observation Visits** | **# Case Files Reviewed** |
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| **Date** |  |
| **Caseworker** |  |
| **Supervisor** |  |
| **Supervision Period (dates)** |  |

**Individual Supervision Record**

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| **Agenda** | **Sample discussion questions** | **Notes from discussion** |
| **Opening and check-in:**   * Review action points from the previous meeting and any challenges faced * Set and agree upon agenda | * *How was the week/period for the caseworker? Are there issues that s/he would like to add to the agenda?* * *What are the caseworker’s priorities within the hour?* |  |
| **Administrative:**   * Review of current caseload   ***\*If appropriate use Case Discussion tool***   * Other logistics, human resource, operations points for discussion. | * *How many new cases the caseworker has registered and the number of high risk cases or cases requiring intensive actions or response?* * *What are some particular challenges the caseworker is facing and on which, would like some feedback or guidance?* * *What are some accomplishments with cases to be celebrated?* |  |
| **Development:**   * Attitudes * Knowledge * Communication Skills   ***\*Refer to Capacity Building Assessment*** | * *Application of CM knowledge/ skills from training or coaching in your daily work?* * *Are there any skills or information that the caseworker would like to work on?* |  |
| **Supportive:**   * Check in with caseworker * Explore possible self-care strategies or support needed | * *How is caseworker feeling in his/her work?* * *Are there any triggers/red flags that may be an indication of needing extra support or of potential burnout?* * *Any impact on self or personal life related to specific, high risk cases in particular?* |  |
| **Discussion of supervision practices utilized in the past week/period:**   * Concrete and detailed (positive and constructive) feedback for caseworker on the exercise | * *What does the caseworker think about the shadowing, observation session or the case files selected and reviewed?* * *Does the caseworker have any questions or concerns?* |  |
| **Closing and action points:**   * Agree on the main action steps to be taken following the meeting and the time frame for accomplishing these tasks. | * *What are the caseworker's main priorities for improving practice and outcomes for children?* * *What are the supervisor's main priorities for the caseworker to improve practice and outcomes for child*ren? |  |
| **Actions to be taken:** | Supervisor: | Caseworker: |