

Title	Participate in professional social services supervision as a supervisee		
Level	5	Credits	9

Purpose	People credited with this unit standard are able to: demonstrate knowledge of the role and function of professional social services supervision; negotiate a contract for professional social services supervision; participate in professional social services supervision; and participate in evaluation and closure of the supervision contract.
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Classification	Social Services > Professional Development of Social Service Workers
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard include but are not limited to:
 - Official Information Act 1982;
 - Privacy Act 2020.

- 2 References:
 - Te Pou o Te Whakaaro Nui. (2015). *Supervision guide for mental health and addiction kaiwhakahaere/managers*. Auckland, New Zealand: Te Pou o Te Whakaaro Nui. Retrieved from <https://www.tepou.co.nz/uploads/files/resource-assets/supervision-guide-for-mental-health-and-addiction-kaiwhakahaere-managers.pdf>;
 - World Health Organization. (2008). *Training for mid-level managers (MLM) – 4. Supportive supervision*. Geneva, Switzerland: World Health Organization. Retrieved from https://www.who.int/immunization/documents/MLM_module4.pdf.

- 3 Definitions:
 - The World Health Organization’s definition of supportive supervision (2008) is – *“a process of helping staff to improve their own work performance continuously. It is carried out in a respectful and non-authoritarian way with a focus on using supervisory visits as an opportunity to improve knowledge and skills of health staff. Supportive supervision encourages open, two-way communication, and building team approaches that facilitate problem-solving. It focuses on monitoring performance towards goals, and using data for decision-making, and depends upon regular follow-up with staff to ensure that new tasks are being implemented correctly.”*
 - The *key functions of professional social services supervision* are –
 - administrative and managerial;

- educational and mentoring;
- enabling and supporting.

All of these functions are necessary for effective supervision, but they need not all be performed by a single person. This is particularly relevant when the social service worker's administrative supervisors are not qualified to provide professional social service supervision.

- *Key purposes of professional social services supervision* are focussed on the achievement of organisational, personal, and professional objectives; and may include but are not limited to – role clarity and responsibilities; quality of service to users of social services; critical reflection; review of a social service worker's practice; personal and professional support, including stress management; resourcing the worker.
- *Relevant items for the contract for professional supervision* include but are not limited to – expectations; functions of supervision; purposes of supervision; forms of supervision; timing and frequency; confidentiality; staff appraisal issues; recording and reporting requirements; preparation requirements for supervision sessions; evaluation of the supervision contract; funding for supervision; conflict resolution.
- *Relevant personal, cultural, and professional issues* may include but are not limited to – reviewing the supervisee's work with users of social services; ethical issues; reviewing written work; critical reflection; development of practice theory, methods, and models of practice; skills development; cultural practice; career and professional development; professional identity; accountabilities; personal awareness; empowerment; personal issues; conflict resolution; coping mechanisms; monitoring workload; morale; working relationships.
- *Supervisor qualifications* may include but are not limited to – professional qualifications; demonstrated competence in providing professional social service supervision; qualifications and experience in a particular field of social service practice; and age, culture, class, gender, and sexual orientation criteria. Professional associations, employers, and third-party funders may require specific qualifications of supervisors.

- 4 People awarded credit in this unit standard must be able to explain the application of Te Tiriti o Waitangi in the social services and apply this competence to the context of assessment for this unit standard.
- 5 People awarded credit in this unit standard must show that their actions are guided and supported by valid theory for social service practice. Evidence is required of social service theory that is derived from authoritative sources, which may include but are not limited to: body of knowledge related to social service work; cultural theory; practice research.
- 6 This unit standard may require particular depth of disclosure of personal information. All communications with and between people preparing for award of this unit standard are treated confidentially by accredited providers, and others involved in assessment. The scope and limits of confidentiality are defined through negotiation and informed consent, and criteria established by legislation, ethical practice, and service provider guidelines. Sources of criteria established by legislation, ethical practice, and service provider guidelines include but are not limited to: Official Information Act 1982, Privacy Act 2020, service provider codes of conduct, codes of practice issued by the Privacy Commissioner, social service codes of ethics, and

service provider guidelines, protocols, staff manuals, strategic plans, kawa, or tikanga.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the role and function of professional social services supervision.

Performance criteria

- 1.1 Professional social services supervision is defined and distinguished from supervision that is solely administrative or managerial in nature.
- 1.2 The key functions of professional social services supervision are defined and explained.
- 1.3 The key purposes of professional social services supervision are defined and explained.
- Range four key purposes.
- 1.4 The main forms of professional social services supervision are defined and explained.
- Range any three of – individual, group, team, peer, cultural, in-house supervision, external supervision.
- 1.5 Issues that may impact on professional social services supervision are defined and explained.
- Range may include but is not limited to – game playing, transference, parallel process, mirroring; evidence is required of two issues.

Outcome 2

Negotiate a contract for professional social services supervision.

Performance criteria

- 2.1 The supervisor's qualifications to offer professional social services supervision are identified and checked in the negotiation process.
- 2.2 Relevant items for the contract are identified and defined in the negotiation process.
- Range four relevant items.
- 2.3 The form(s) of professional supervision that will be used to address the agreed purposes of supervision are identified and defined in the negotiation process.

Outcome 3

Participate in professional social services supervision.

Performance criteria

- 3.1 Supervision sessions addressing the terms of contract are planned and prepared.
- 3.2 Supervision sessions address relevant items defined in the contract.
Range four relevant items.
- 3.3 Relevant personal, cultural, and professional issues for social services supervision are addressed.
Range two relevant issues that are personal, cultural, or professional in nature.
- 3.4 Disagreements over the terms or performance of the supervision contract by either party are raised and negotiated according to the terms of the contract, where necessary.
- 3.5 Disagreements that are not resolved by negotiation are dealt with according to the terms of the contract for conflict resolution, where necessary.

Outcome 4

Participate in evaluation and closure of the supervision contract.

Performance criteria

- 4.1 Operation of the contract is evaluated according to the terms of the supervision contract.
- 4.2 Key achievements, new learning, and new needs that have occurred during participation in the supervision contract are identified and reviewed in the closure process.
- 4.3 Issues for future involvement in supervision between the supervisor and supervisee are identified and reviewed in the closure process.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	7 November 1996	31 December 2022
Revision	2	10 August 1998	31 December 2022
Revision	3	6 January 2000	31 December 2022
Review	4	26 June 2002	31 December 2022
Review	5	25 February 2021	N/A

Consent and Moderation Requirements (CMR) reference

0024

This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.