

SUPERVISION

PURPOSE

The purpose of the Tautoko Tāne Aotearoa ('TTA') Supervision Policy (the 'Policy') is to enable and support peer-workers, social workers, counsellors and other frontline support workers which may include administrative staff ('service providers'), who are employed by, contracted to, or volunteer with TTA or one of its accredited member Organisations (TMO) to provide ethical, high-quality and appropriate support services to male survivors of sexual abuse and their families/whanau.

The policy defines a particular professional development activity that is intended to help service providers develop their knowledge, capability and competence, be safe, responsible and confident in their practices, and thus improve the safety and wellbeing of the male survivors they support.

CONTEXT

The purpose of TTA is to enable the wellbeing of male survivors of sexual violence and the supervision of service providers is expected to make a positive contribution to that purpose.

TTA service providers who are the focus of this Policy, are expected to respect the principles of Purposeful Peer Support Aotearoa (PPSA) that embrace relational, strength based practices in developing the mutual trust-based relationships through which they enable and support male survivors to move towards wellbeing.

Supervisors of TTA service providers are expected to be familiar with the professional practice of their supervisees whether it be purposeful peer support, counselling, social work or other healing services. Without this understanding it is difficult for supervisors to fully meet the objectives of supervision as outlined below.

The overall approach to supervision should be characterised by the supervisor **working alongside** the service providers and taking particular care to:

- Develop a genuine (open and honest) **connection** with the service provider;
- 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 supervision relationship as journey that is moving the service provider **towards wellbeing**

SCOPE

This Policy applies to all peer-workers, counsellors, social workers and other frontline staff, which may include administrative staff, employed by, contracted to, or volunteering with TTA or its TMO who provide 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 the service provider's practice that is focused on developing the service provider's (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 service provider in a manner that enhances their full potential:

- Providing relevant practice knowledge and skills;
- Developing the self-awareness of service providers;
- Enabling service providers to reflect on and learn from their practice experience; and
- Moving a service provider from novice to enhanced.

Supportive (Restorative)

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

- Dealing with role and practice related stress;
- Sustaining service provider 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 TTA policies and protocols, including this Policy:

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

DEFINITIONS

Manager/ leader	Typically refers to the manager or leader of an TMO but may also be seen as the Organisation
Male Survivor	Means a person identifying as male who has experienced sexual, physical, psychological, emotional and/or familial violence, abuse or harm
Survivor	Means any person who has experienced sexual, physical, psychological, emotional and/or familial violence, abuse or harm
TMO	Is an organisation that is affiliated via formal membership agreement as an accredited Member Organisation of TTA
TTA	Is the national organisation Tautoko Tāne Aoteroa (Male Survivors Aotearoa), which provides national advocacy, governance, policy guidance, coordination and representation for TMO's.
Service Provider	Means an individual engaged as an employee, contractor or volunteer by TTA or a TMO to provide support services to male survivors.

CULTURAL FOCUS

TTA 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 service providers 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 service providers are providing peer support to male survivors from a different culture from their own.

CORE ELEMENTS

This Policy has three 'core elements' that together express TTA's requirement for the provision of appropriate supervision for service providers (supervisee's).

1. Formal arrangement

Supervision must be:

Established as a formal and contracted relationship that:

- Contracts an external supervisor (i.e. external to the service provider's TMO) to ensure clear boundaries and independence of the supervision process¹;

¹ For the sake of clarity, the required independence of a supervisor cannot be compromised by the provision of any support services to the supervisee

- Requires the supervisor to have appropriate supervision expertise, particular experience for the supervision of service providers and a good working knowledge of their practice, whether it be peer support, counselling, social work or another healing practice;
- Can accommodate an individual and/or group supervision process; and
- Is documented as an agreement between the TMO (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 service providers 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 service provider or the survivors they are supporting 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 six\-monthly) reporting of the following supervision session information to the Manager and or the TMO 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 (TTA's or TMO) 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 the TMO and/or the use of any supervision process information by the TMO or any third party for the professional development of the supervisee; and
- Any recording of information relating to survivors adheres strictly to the relevant legislative requirements of the Privacy and Official Information Acts.

Established as part of TTA's organisational service improvement and risk management frameworks such that:

- The organisational (TTA's or TMO) risk management policies require the implementation of appropriate and effective service provider supervision processes; and
- The general outcomes of the supervision process, subject to relevant privacy and confidentiality requirements, are available to inform the improvement of support service policies, protocols and practices.

2. Appropriately focussed

Supervision must be:

- Focused on enabling the supervisee to provide best practice support services to male survivors by:
- Ensuring that any peer-support practices are aligned with the TTA purposeful peer support framework; and
- Focused on the practice and learning needs of the supervisee by:
- Embracing the relational nature of the supervisory process by modelling TTA values and operating principles;
- 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 TTA's commitment to providing culturally focussed supervision;
- Aligned with TTA values²; and
- Aligned, for peer support workers, with the principles and practices of TTA's purposeful peer support framework.

² Refer to the values stated in the TTA Code of Practice, which will be issued in September 2024 to replace the TTA Code of Ethics, which currently contains the values referenced.

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 values and competencies and not just to instruct or advise;
- Be aware of their own limitations in the supervisory context, respect the relational, 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;
- For peer workers, using the supervision process to develop their understanding and application of the TTA purposeful peer support framework;
- Taking responsibility for maintaining proper case records as required by relevant TTA and/or TMO policies or protocols;
- Acting in accordance with the TTA Code of Practice: 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 TMO 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 service providers 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 service providers at their supervision sessions etc.
- Ensuring that there is an agreed supervision agreement in place that aligns with the TMO supervision requirements and the expectations of this Policy;
- Ensuring that proper supervision records are maintained and, subject to confidentiality requirements, that the TMO'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 (TMO/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.