**Case Management Competencies Self-evaluation (Supervisor)**

*In addition to the competences required for caseworkers, supervisors need an additional set of skills and knowledge in order to be able to provide effective supervision, as set out in the six competence areas below:*

*Competence 1 Understands the purpose of supervision*

*Competence 2 Has the necessary skills and knowledge to act as a supervisor*

*Competence 3 Able to set appropriate context for supervision*

*Competence 4 Helps supervisees develop their practice*

*Competence 5 Communication and interpersonal skills*

*Competence 6 Able to develop own skills as supervisor*

*For each of the areas, tick the level you think you meet:*

***E = Excellent.*** *You are recognized in the team as an ‘expert’ in this area*

***S = Satisfactory.*** *You meet the required level. More capacity building or experience would be useful but not essential.*

***N= Needs improvement.*** *This is one of your weaker areas. You may have already identified this as an area you need to develop or get more experience in.*

***LEAVE BLANK*** *only if you feel that particular area is not relevant to your role or location. If you do not know an answer (i.e. what level) you should tick it as N (Needs improvement).*

| **Competence Area 1 - Understands the purpose of supervision** | | | | |
| --- | --- | --- | --- | --- |
| **E** | **S** | **N** | **Indicator** | **Evidence / Example from practice** |
|  |  |  | I clearly recognise the importance of supervision and its use |  |
|  |  |  | I can effectively distinguish the three functions of supervision (development, supportive and administrative) and corresponding supervision tasks |  |
|  |  |  | I consistently recognise and maintain appropriate boundaries with caseworkers |  |

| **Competence Area 2 – Has the necessary skills and knowledge to act as supervisor** | | | | |
| --- | --- | --- | --- | --- |
| **E** | **S** | **N** | **Indicator** | **Evidence / Example from practice** |
|  |  |  | I meet the competences required for a supervisor – according to context and setting |  |
|  |  |  | I have experience as a caseworker (at least two years) |  |
|  |  |  | I adopt a supportive rather than authoritarian style of supervision |  |
|  |  |  | I am able to take responsibility and have authority for decision-making where necessary (for example in relation to issues of safety) |  |
|  |  |  | I can recognise power dynamics between a supervisor and supervisee and ensure the negative impact of these are limited (dependant on culture) |  |
|  |  |  | I consistently use a strengths-based approach to supervision – mirroring the expected relationship between caseworkers and clients |  |
|  |  |  | I am able to recognise the signs of stress and burnout |  |
|  |  |  | I can develop strategies with supervisees to manage stress and burnout in appropriate and timely ways |  |
|  |  |  | I am able to identify ways in which my own behaviour / attitude / thinking impacts upon my ability to be an effective supervisor |  |
|  |  |  | I can advocate with senior management for additional resources etc. on behalf of caseworkers when needed |  |
|  |  |  | I master IT tools (e.g. tablet, smartphone and computer) - for the purpose of using digital data management system |  |

| **Competence Area 3 - Able to set appropriate context for supervision** | | | | |
| --- | --- | --- | --- | --- |
| **E** | **S** | **N** | **Indicator** | **Evidence / Example from practice** |
|  |  |  | I always ensure that supervision occurs in a timely manner |  |
|  |  |  | I can develop a trusting and supportive relationship with my supervisees |  |
|  |  |  | I always develop a supervision agreement with my caseworkers – setting out expectations |  |
|  |  |  | I always ensure that records of supervision are kept and shared with supervisee |  |
|  |  |  | I always maintain confidentiality regarding supervision discussions – except where necessary to ensure best interests of child, or to access additional support for caseworker(s) |  |

| **Competence Area 4 - Helps supervisees develop their own practice** | | | | |
| --- | --- | --- | --- | --- |
| **E** | **S** | **N** | **Indicator** | **Evidence / Example from practice** |
|  |  |  | I am able to effectively recognise strengths and areas of development in caseworkers’ practice |  |
|  |  |  | I help caseworkers to identify areas of strength and development in their own practice |  |
|  |  |  | I regularly enable caseworkers to talk through cases and to identify appropriate interventions / actions |  |
|  |  |  | I am able to provide advice and ideas regarding inventions / action required for specific cases |  |
|  |  |  | I consistently help caseworkers make links between theory and practice (either in supervision or by providing training) |  |
|  |  |  | I consistently enable caseworkers to reflect and learn from practice (what works, what could do differently next time etc.) |  |
|  |  |  | I consistently identify / help caseworkers to identify learning needs and opportunities for capacity building (e.g. training) |  |
|  |  |  | I continuously monitor cases to ensure that caseworkers are following case management procedures |  |
|  |  |  | I consistently help caseworkers to identify ways in which their own behaviour / attitudes may impact on their work |  |

| **Competence Area 5 - Communication and interpersonal skills** | | | | |
| --- | --- | --- | --- | --- |
| **E** | **S** | **N** | **Indicator** | **Evidence / Example from practice** |
|  |  |  | I effectively use active listening skills and positive appreciation |  |
|  |  |  | I am able to challenge poor practice / areas for development in a sensitive way |  |
|  |  |  | I am able to negotiate and find solutions to issues / challenges which occur during supervision |  |
|  |  |  | I am able to mediate and negotiate compromises for situations outside of supervision – for example disagreement between colleagues |  |
|  |  |  | I can clearly distinguish between when to give suggestions as a supervisor and when it is required / expected for me to take action |  |

| **Competence Area 6 - Able to develop own skills as supervisor** | | | | |
| --- | --- | --- | --- | --- |
| **E** | **S** | **N** | **Indicator** | **Evidence / Example from practice** |
|  |  |  | I am able to recognise strengths and limitations in my own practice as supervisor |  |
|  |  |  | I am able to identify areas for development in terms of own practice / technical knowledge in relation to case management / social work |  |
|  |  |  | I consistently use research and capacity building opportunities etc. to update and develop my own knowledge and skills. |  |
|  |  |  | I reflect on the way in which my own behaviour / attitudes impact on supervision – and am able to adjust where necessary |  |
|  |  |  | I regularly undertake training / capacity building specifically related to supervision skills |  |
|  |  |  | I am able to recognise signs and symptoms of burnout and stress with myself |  |
|  |  |  | I am able to ask for additional help and support where necessary |  |