

FIVE CRITICAL FUNCTIONS OF SUPERVISION IN PRACTICE ©

WHAT IS PEER SUPPORT SERIES | MHTTC | APRIL 20, 2022

WHO'S IN THE ROOM?



Please tell us in the chat box:
are you a...

- Supervisor
- Peer Support Worker
- Service Recipient
- Family Member
- Non-Peer Service Provider
- Other

DESCRIBE YOUR FAVORITE SUPERVISOR

In the breakout, briefly describe your favorite supervisor, past or present – and (in a few words) why they were your favorite.



WHY SUPERVISION?

- ❑ Emerging peer workforce in U.S. and internationally; recent studies estimate the number of CPS nationally to be >25,000
- ❑ Uptake in organizational interest and buy-in of peer support staff, both in MH and SUD programs
- ❑ Historical underutilization of established models guiding supervisory practice in human services

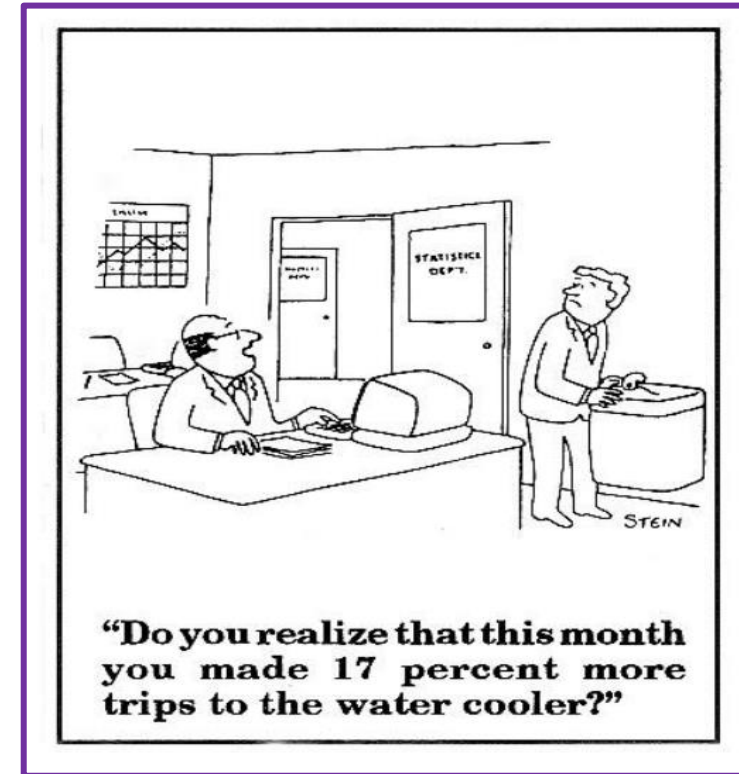
LEARNING OBJECTIVES

By the end of this workshop, you will be able to:

- ❑ Identify the Five Critical Functions of Supervision
- ❑ Provide examples of how to use the Five Critical Functions in practice
- ❑ Describe how the Five Critical Functions of Supervision and the National Practice Guidelines can be used as a supervisory self-assessment to enhance interactions with peer specialists

SUPERVISION IS NOT MERELY COUNTING

- ❑ The number of clients seen during the day
- ❑ The number of forms completed
- ❑ The number of cases filed



DEFINING SUPERVISION

- ❑ Structured relationship with the goal to help the individual gain attitudes, skills and knowledge needed to be a responsible and effective worker
- ❑ Rooted in the development of social work and casework; this is demonstrated in the concern for the various needs of clients/participants we assist
- ❑ Encompasses administrative, support, educative, advocacy, and evaluative functions

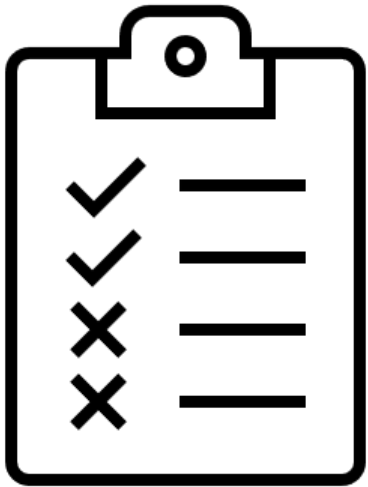


THE SUPERVISORY PARTNERSHIP

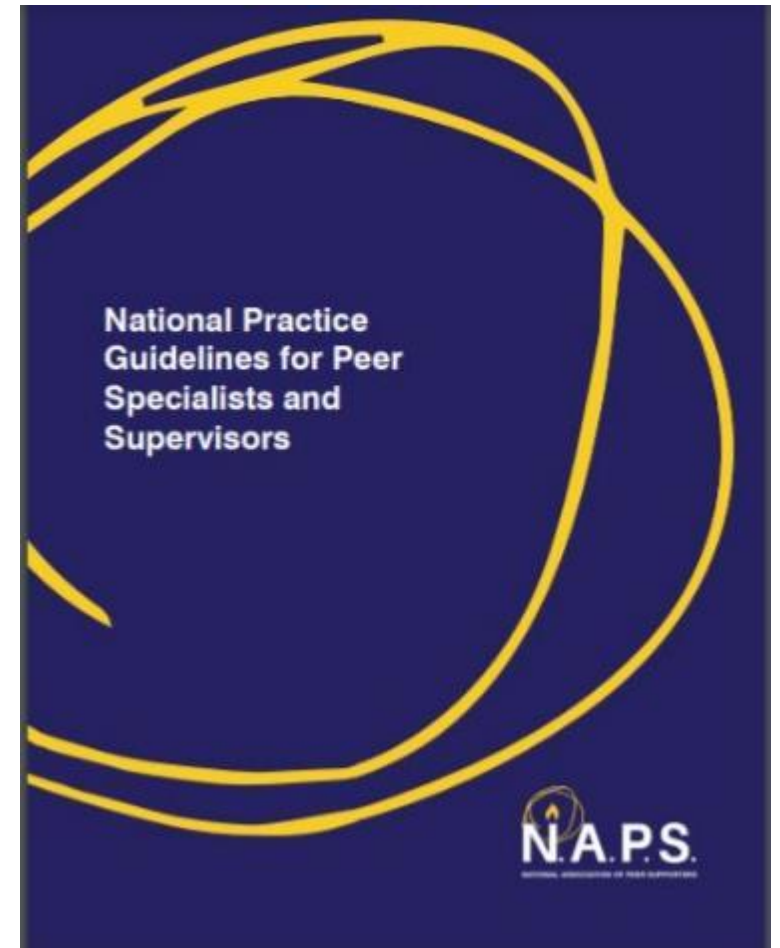
- ❑ Supervision represents a significant alliance between two individuals in differing roles working towards many common goals.
- ❑ Teamwork, communication, mutual respect and professional development are paramount in the supervisory partnership.



THE NATIONAL PRACTICE GUIDELINES



The National Association of Peer Supporters (N.A.P.S.) issued practice guidelines for peer support practitioners in 2013 followed by guidance on the role of the supervisor in 2019.



Source: National Practice Guidelines for Peer Supporters and Supervisors (2019)



CORE VALUES OF PEER SUPPORT

Peer supporters are:

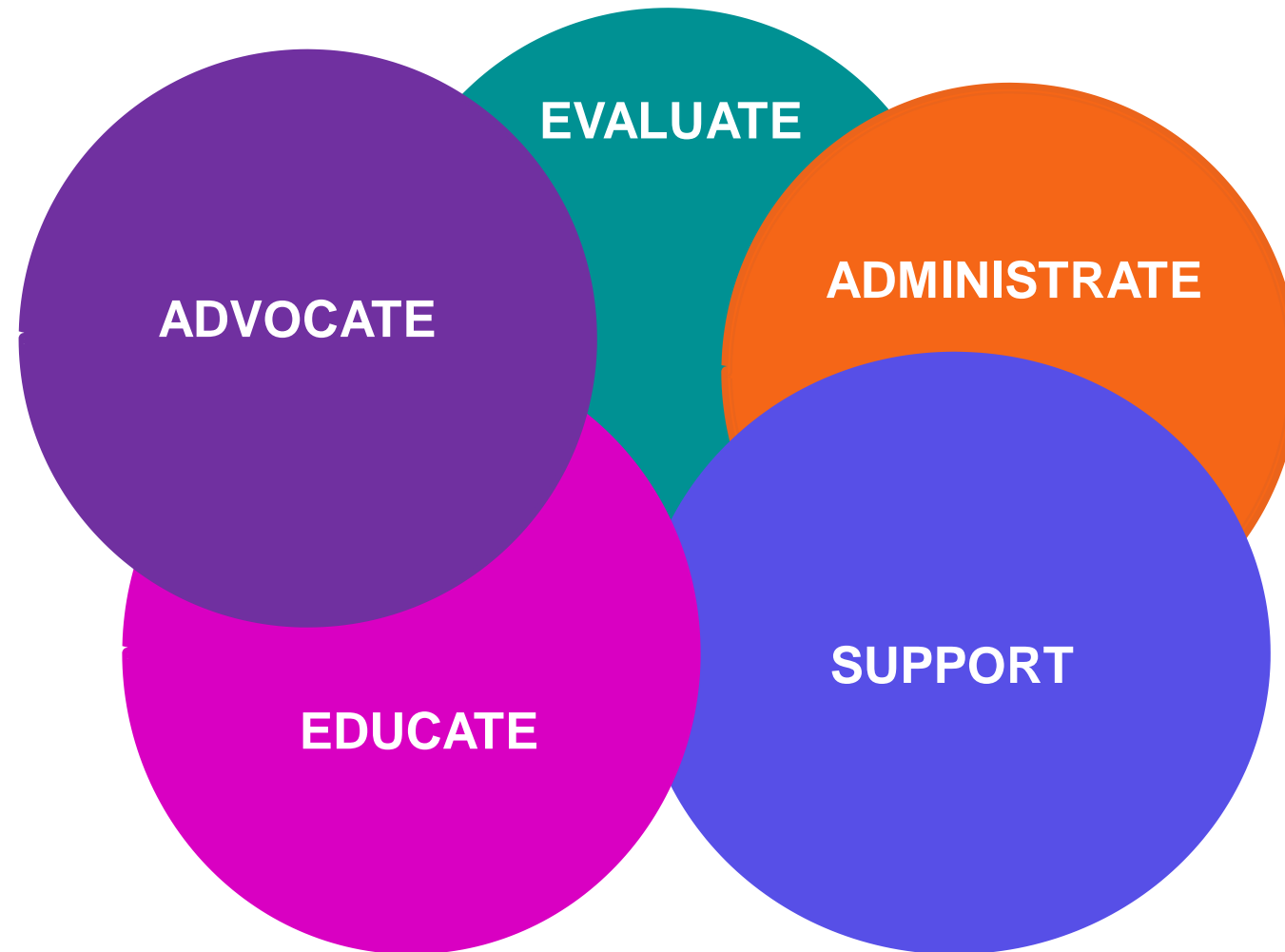
1. Hopeful
2. Open minded
3. Empathetic
4. Respectful
5. Agents of change
6. Honest and direct

Peer support is:

7. Voluntary (supports choice)
8. Mutual and reciprocal
9. Equally shared power
10. Strengths focused
11. Transparent
12. Person-driven

[National Practice Guidelines for Peer Specialists and Supervisors](#)

FIVE CRITICAL FUNCTIONS OF SUPERVISION ©



FIVE CRITICAL FUNCTIONS OF SUPERVISION IN PRACTICE[®]

ADMINISTRATE	SUPPORT	EDUCATE	ADVOCATE	EVALUATE
Hire staff who meet job qualifications	Build rapport by providing constructive feedback	Explain the big picture; provide context and value of specific role in supporting the mission	Foster good morale and a respectful work environment	Communicate and manage expectations with respect to job performance
Orient staff to organizational structure	Inspire excellence and promote wellness and self-care	Coach staff on methods for engaging and educating participants	Strengthen the practice of peer support by promoting its value	Conduct performance evaluations
Help staff understand practices, policies, and procedures	Utilize a strengths based and trauma-informed approach to help staff problem-solve	Offer relevant training and conference attendance opportunities	Negotiate reasonable work accommodations when appropriate	Address areas needing improvement; progressive discipline

Source: Edwards, J.P. (2016). The Critical Functions of Supervising Peer Supporters. (Presentation Slide)

WORKSHOP ACTIVITY INSTRUCTIONS

After a volunteer reads the supervision situation, participants will utilize **The Five Critical Functions of Supervision in Practice**® to respond to the question that follows the situation.

The Five Critical Functions of Supervision in Practice® provides examples of each function that we can use to inform a response to various situations that come up in supervision.

Supervision Situation #1 for Discussion

Providing supervision with a peer specialist addressing boundary issues while providing services in the community

Timothy is a peer navigator for a well-known, community-based organization. Delores, one of the people he supports, overheard Timothy talking about the wonderful and enlightening church service he attended last week. Seeking to find a church family and wanting a sense of belonging, Delores approached Timothy to ask if she could attend service with him on the following Sunday. Unsure of how to respond, Timothy asks Delores if he can get back to her later and then contacts his supervisor to discuss the matter.

Using one or more examples from The Critical Functions of Supervision in Practice, how might you, as Timothy's supervisor, consult with him around this issue?

FIVE CRITICAL FUNCTIONS OF SUPERVISION IN PRACTICE[®]

ADMINISTRATE	SUPPORT	EDUCATE	ADVOCATE	EVALUATE
Hire staff who meet job qualifications	Build rapport by providing constructive feedback	Explain the big picture; provide context and value of specific role in supporting the mission	Foster good morale and a respectful work environment	Communicate and manage expectations with respect to job performance
Orient staff to organizational structure	Inspire excellence and promote wellness and self-care	Coach staff on methods for engaging and educating participants	Strengthen the practice of peer support by promoting its value	Conduct performance evaluations
Help staff understand practices, policies, and procedures	Utilize a strengths based and trauma-informed approach to help staff problem-solve	Offer relevant training and conference attendance opportunities	Negotiate reasonable work accommodations when appropriate	Address areas needing improvement; progressive discipline

Source: Edwards, J.P. (2016). The Critical Functions of Supervising Peer Supporters. (Presentation Slide)

Supervision Situation #2 for Discussion

Providing supervision with a peer specialist requesting time off to attend a conference

Marylee has been working for a managed care organization (MCO) for nine months. She came across information about an annual peer specialist conference focused on trauma-informed care for peer specialists working in forensic settings and would like to attend. Marylee acknowledged that she enjoys being around other peers with whom she went through training, and that she feels isolated being the only peer specialist working for the MCO. As Marylee's supervisor, you feel reasonably concerned that she has a backlog of paperwork to review and that she has also just returned from a three-day managed care summit.

Using one or more examples from The Critical Functions of Supervision in Practice, how might you, as Marylee's supervisor, consult with her around this issue?

FIVE CRITICAL FUNCTIONS OF SUPERVISION IN PRACTICE[®]

ADMINISTRATE	SUPPORT	EDUCATE	ADVOCATE	EVALUATE
Hire staff who meet job qualifications	Build rapport by providing constructive feedback	Explain the big picture; provide context and value of specific role in supporting the mission	Foster good morale and a respectful work environment	Communicate and manage expectations with respect to job performance
Orient staff to organizational structure	Inspire excellence and promote wellness and self-care	Coach staff on methods for engaging and educating participants	Strengthen the practice of peer support by promoting its value	Conduct performance evaluations
Help staff understand practices, policies, and procedures	Utilize a strengths based and trauma-informed approach to help staff problem-solve	Offer relevant training and conference attendance opportunities	Negotiate reasonable work accommodations when appropriate	Address areas needing improvement; progressive discipline

Source: Edwards, J.P. (2016). The Critical Functions of Supervising Peer Supporters. (Presentation Slide)

**BASED ON WHAT YOU LEARNED TODAY, WHAT QUALITIES WOULD YOU LOOK FOR IN A SUPERVISOR?
(PLEASE TYPE YOUR RESPONSE IN THE CHAT)**

QUESTIONS



CONTACT INFORMATION



RITA CRONISE

rita.cronise@outlook.com



JONATHAN P. EDWARDS

jedwards4@health.nyc.gov



GITA ENDERS

gita.enders@nychhc.org



**NATIONAL ASSOCIATION OF
PEER SUPPORTERS (N.A.P.S.)**

www.peersupportworks.org
info@peersupportworks.org

[National Practice Guidelines for
Peer Specialists and Supervisors](#)