

Remote Supervision

Supervision is essential in the provision of quality care and to support professional development and wellbeing of staff. In recent times we have seen changes to where and how we work in the AOD sector, and we are not always in the office together to receive supervision support. However, receiving supervision remotely has been a mainstay for our rural and remote workers and now is a good opportunity to reflect and review on our remote supervision practices. Watch these practice tips brought to life in the NADA [Remote Supervision Animation](#).

Professional and Clinical supervision, what's the difference?

It is important to outline what kind of supervision you are providing and to articulate this clearly to the person you are supervising.

Professional supervision focuses on the development of a person's skills, understanding, abilities and ethical requirements of their practice through a process of self-reflection. The focus is on the development of the supervisee within their chosen role or profession.¹

Clinical supervision focuses on the development of a person's clinical role and practice with a focus on quality control and assessment of knowledge, roles, attitudes, beliefs and skills. The focus is on clinical practice and competency for working in the sector, rather than within a chosen profession.²

Setting up for remote supervision

One of the key things to prepare for when conducting supervision remotely is the space or location where the session will occur. The space needs to be private and where you can focus on the supervision session without interruption. Selecting an appropriate platform, telephone, or video, that is well supported by your IT system is crucial – with plans for what to do if the technology stalls or ceases without warning. Other tips include:

- Checking the security settings for all apps and alternative communication options to ensure the confidentiality of clients and staff.
- Emailing as the only communication tool is not enough for remote workers. Your staff need access to the visual cues they would usually have in face-to-face interactions with you and others.
- Visual cues assist with team meetings as colleagues can see the facial cues their co-workers express, increasing opportunities for mutual or shared knowledge and decreasing social isolation and misunderstanding.
- Complete the [Remote Supervision Checklist](#) to assist in setting up

5 Key Practice Tips for best practice in remote supervision:

1. **Establish regular, diarised check ins** and ensure everyone is comfortable with the functions of the technology.
2. **Ensure there is a clear structure** to the supervision sessions – setting achievable goals for each session as part of a supervision plan or contract.
3. **Be familiar with each employees' individual skills, strengths and challenges.** Discuss any specific challenges faced as a result of working remotely, such as competing pressures.
4. **Allow structure for collaborative case review.**
5. **Leave time for a focused wrap-up and review** of the session to ensure goals are reached, and don't forget to document the outcomes of the session.

¹ Te Pou July 2020

² Te Pou July 2020

Are you getting the most out of your supervision?

If you are working remotely, supervision can become even more important – particularly if you don't have the opportunity to connect with colleagues to discuss a case. A [Supervision Record](#) can assist with providing some structure to the session, setting specific goals and identifying ways to support your practice and your wellbeing.

Do you provide supervision? – conduct a self-audit

However, you are providing supervision these days it is helpful to conduct a self-audit to identify areas of strength and make plans to grow your skills. The Clinical Supervision Skills Review Tool (Victorian Department of Health and Human Services and Health Workforce Australia 2014) assists clinical supervisors to review their skills in clinical supervision. The tool is easy to use and assists supervisors with their strengths in clinical supervision, and any areas that may need further development. You can find it [here](#) or on the NADA website [Remote Supervision page](#). Here is a [video](#) of these tools being put into practice.

Linking to the Workforce Capability Framework

Supervision is the perfect setting to explore the knowledge, skills and attributes outlined in the [NADA Workforce Capability Framework](#). Domain 5 specifically focuses on Personal and Professional Development, and 5.4 has indicators for supervision including:

- a) Understands the role, purpose and function of supervision and the importance of seeking supervision from an appropriately trained and qualified supervisor
- b) Actively participates in supervisory processes as appropriate, including cultural supervision where necessary
- c) Actively seeks feedback from peers and manager/supervisor in order to continuously improve practice
- d) Engages in critical reflection in supervision and in practice, including examining personal and professional values that influence practice

Complete the related [Domain 5 Assessment form](#) to reflect and review on your practice.

Useful Resources

- Use this [Remote Supervision Checklist](#) to assist in the preparation for undertaking your remote supervision session.
- NECETA Supervision guidelines also provide a synopsis of their framework based on six key elements with competencies - [Clinical supervision: A practical guide for the alcohol and other drugs field](#).
- Check out this resource from Te Pou NZ, [Providing supervision by phone or video calls 2020](#).
- [Worker Wellbeing](#) is part of good supervision, you can explore some useful resources on the NADA website.
- Peer Supervision can also be done remotely and is a useful way to connect with colleagues, contact suzie@nada.org.au for further information, resources or any further advice you might need on this and any supervision-related topic.

For more information and copies of this factsheet got to www.nada.org.au or contact NADA's Clinical Director, Dr Suzie Hudson suzie@nada.org.au