



Partners:



Supervision Provided to Members of Multidisciplinary Teams

Child Protection Hub Final Conference

Kosovo

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Snapshot of supervision in Kosovo



- Social service provision in Kosovo transferred to the municipalities responsible for managing Centres for Social Work
- The CSW director carries out monitoring and supervision duties without a clear definition of his/her role
- Supervision is provided sporadically by donor projects from CSOs
- No legal reference to supervision until March of 2022
- The updated law mentions supervision as vocational training and mentoring
- Professional supervision is mentioned as a right of the social services officers but does not specify further dynamics

“Supervision happens at the local level. The local level in Kosovo does not have a concrete procedure to follow for supervision and no structure as a result.”



Why is supervision of child protection workers important in Kosovo?

1. The Child Protection Law is very new, which means:
 - Less regulation
 - More issues and confusion for social workers
 - Added pressure → less effective service delivery for children

“The laws are either under way, new or under review almost all the time. I am constantly under the pressure of not being aware of a new law which can change my course of action and can cause the child to get confused and do more damage than good”

2. 31% of Kosovo’s population is 0-18 years old and nearly 23% of Kosovo’s children live in poverty and 7% live in extreme poverty.

- “The centre has a huge number of cases coming in everyday and there is only one Head of the CSW to consult for the legal framework and other issues. Sometimes we need to re-open cases and if the same supervisor is not there anymore the process of reviewing takes longer and the child is affected by this.”



"I am a social worker, not a lawyer so I have to be careful not to make any legal mistakes while carrying out my job. Having someone who has provided me with legal advice at all times has made me feel safe and confident to continue with my job without worrying that I will make a mistake."



"As a supervisor, I can see how supervision helps my supervisees learn how to be comfortable and not overloaded emotionally and professionally in managing cases especially the high-risk ones. The cases are overloaded emotionally and can cause great distress on the worker which affects their ability to deal with the case in the best way possible. This is something the law dismisses"



"I think practice is sometimes unrealistically demanding on what a social worker of 20 something years old is expected to know. Supervision is in a way a practical knowledge transfer tool and it complements what a newly graduated social worker might not know in terms of practical knowledge so it hold key importance."



"Supervision has helped me as a social worker deal with heightened emotions and with things such as cognitive dissonance that I have often experience while managing cases, especially complex ones"



“Having a sustainable system is necessary to avoid getting stuck with one-time projects that only repeat how supervision can be executed but do not build an infrastructure.”



Challenges

- Lack of legislative regulation of supervision
- Lack of governmental funding for supervision as a profession
- Lack of sustainability and infrastructure
- Lack of trained supervisors
- Risk of getting stuck in a vicious circle of one-time donor funded projects
- Lack of inter-institutional cohesion

Best practices

- ✓ The design of the “Multidisciplinary tables for case management” as a result of the work by Terre des Hommes in cooperation with MLSW
- ✓ The development of a training module for supervision by Terre des hommes Kosovo
- ✓ The initiative of MLSW and the University of Prishtina for the engagement of Social Work students as interns in the CSWs, Residential Centres for the Elderly and Disability in Kosovo as well as in NGOs, licensed by MLSW
- ✓ The training of 30 professionals engaged as supervisors for intern students by Child Protection Hub in Kosovo in cooperation with the Ministry of Labour and Social Welfare (MLSW) and the Department of Social Work at the University of Prishtina

Recommendations



- There should be a legislative framework for supervision which defines supervision as a profession with clear role and responsibilities.
- There should be better financial planning at the centre regarding supervision. There should be specific funds allocated to supervision as a training process and to supervisors in the form of a fixed financial compensation. This will foster the basis for sustainability in supervision provision.
- It is desirable for social work officials to be graduates of the social work department. This will help draw clearer lines and create a more sustainable provision system considering that supervision is a module recently taught at the Social Work Bachelor and Master's programme.
- A package of tools and training for supervision of social work should be clearly defined and provided for by CSW or CSOs who are involved in the process.
- There should be more research on supervision of child protection workers in Kosovo

Thank you 😊