



Supervision Provided to Members of Multidisciplinary Teams

ChildHub Final Conference

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**The patchy
landscape of
supervision
in Albania**



'What are you talking about?'

The term 'supervision' is not mentioned in any legal document related to child protection services, except for psycho-social educational services.



'I got the certificate of the course'

Full online course on Supervision in Albanian, providing a Certificate by Centre of Excellence for Looked After Children in Scotland (CELCIS) at the University of Strathclyde in Scotland.



A is a CPW in a municipality of over 13000 children and 4 AU. According to the law, there should be 4 CPWs, including one CPU head. A.N. is the only CPW there. She manages all cases by herself and never had supervision. In very complex cases, she got phone 'technical assistance' by SARPC.



M is a CPW. She has been getting supervision regularly for the last two years, on monthly group sessions, organised by Childhub, on a voluntary basis. She finds it very helpful and will continue to be part of the group.



'This is a very weak point. Besides a small article on the law, there is nothing. Is it monitoring or supervision? We are stuck here. (CPU head)



A snapshot

- Not mentioned in legal documents
- Monitoring – admin function of of supervision and emergency support in case management
- One order in educational psycho-social services, offered at regional level, but no protocols
- Confusion over definition and purpose of supervision
- A few CPU heads offer support, but lacking protocols/methodologies to do so. SARPC offers technical assistance
- Both CPU heads and heads of psychosocial educational units are involved in other roles, leaving little time for monitoring/supervision

- *Public services – offered informally, not in an intentional and planned way*
- *NGOs – several planned and intentional supervisory experiences, but not driven by professionals needs and lack sustainability*



*State structures do not understand its importance, while the need is emergent, screaming.
(NGO manager)*

Two different views on supervision

- Supervision is partially **unknown** and its importance diminished in the public sector, apart from those professionals and groups that have been exposed to it, through experiences provided by the NGO sector, such as awareness –raising, training activities/modules and direct supervision.
- For them, supervision is a **crucial** component, with the main aim of ensuring quality case management, within a culture of trust, and also offering emotional support for staff.

*CPWs are new and sometimes get stuck. This is amplified by lack of human and financial resources. The empowerment of professionals reduces some of these limitations and increases quality of services.
(CPU head)*





Experiences of supervision

- Reported as very helpful
- Both referring to their last session and supervision in general
 - ratings show supervisors were more positive than supervisees, but only modestly
 - supervisees rated their Rapport more positively than supervisors, but only slightly
 - supervisors rated Client-focus higher
- Offering all three functions of supervision
- Extra benefits by group supervision

After they get used to our discussions they feel comfortable, so they learn to do their work better, and it is reflected in a better quality of case management; also, the interviewing skills of all staff have quite improved. (CPU head)

Because of supervision, I feel more secure and clear about all the cases I have discussed in my sessions (psychologist).



GOOD PRACTICES

A few CPU managers, in more structurally developed municipalities have developed their guiding role towards their staff, and also there are attempts to develop methodologies in relation to monitoring

An internationally recognized online module for supervisors is available

Several NGOs have been offering supervision for child protection workers over the years, with some of these experiences being long-term

The respondents report very helpful experiences of supervision



RECOMMENDATIONS

Developing the necessary **by-laws and procedures/protocols**, with clear roles and responsibilities for supervisors and supervisees and how supervision is evaluated and documented.

Implementation of the law on social services and the law on child rights and protection with regard to the **development of social services structures at municipalities** (CPU, NARU) through recruiting the necessary staff, with appropriate academic training and experience.

Organisation of supervision, through structuring the cooperation between public structures (MHSP, MES, SAPCR, etc.) and NGOs in offering supervision, thus maximising all available resources.

Ensuring **proper training of supervisors**, through developing criteria about academic and professional training and work experience of supervisors, and designing formal training on supervision, based on current good practices of NGOs.





**Thank
you!**