



Supervision Provided to Members of Multidisciplinary Teams

MOLDOVA report
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This project is funded by:





2008

Mechanism of supervision



2009

Guide on supervision



Piloting



2012

Accreditation of services



2017

Revised Mechanism

The supervision doesn't have an uniform application towards the country. The quality of this process depends totally of the competence and responsibility of the involved human resources starting with managers.





Application of supervision



- Cascade system
- Valid to all social assistance work without particular adaptations to child protection field
- Professionals from the **multidisciplinary teams** for child protection cases, which are not part of the social assistance system, as **medical, education and police staff**, do not benefit from supervision, in the formal understanding.



Challenges - general for the whole social assistance field:

- The high turnover of staff;
- Low, unattractive salaries;
- The system accepts unprepared people, without relevant studies. The supervision process is transformed in a training operation





Specific challenges, related to the mechanism of supervision

- Supervision is not done by persons entirely dedicated to this job;
- The big volume of work involved by supervision, which is an additional, unpaid work. There is no motivation for doing supervision;
- Managers benefit only theoretically from supervision;
- For the great majority of the social services, existent supervision doesn't cover in reality stress and burnout;
- Supervision involves substantial paperwork.



Specific challenges, related to the mechanism of supervision

- The Ministry and the National Agency for Social Assistance (NSAA) are not involved in the practical application of supervision.
- The training regarding the mechanism of supervision is necessary, but this subject lacks from the NSAA training curricula.
- Inappropriate publication of the Mechanism of supervision and its limited accessibility.





Recommendations - general

- Reduce staff turnover;
- Ensure “decent” salaries;
- Motivate people;
- Introduce a system of rewards for the work in social assistance;
- Elaborate good webpages at central and local level with all policies publicized and easily available.





Recommendations - specific

- Ensure a training program for supervisors;
- Appoint in the supervisor role employees which do only supervision and don't have other job duties;
- Elaborate clear procedures of supervision for each specific social service;
- Define the role of NSAA in supervision; As minimal responsibility, it should be responsible for organizing the training process;
- Reduce paperwork effort in supervision;
- Regulate the practice of supervision primarily in the Law.

Thank you!

