

# Quality Supervision for Support Group Facilitators

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# Supervision vs. Consultation

- “Supervision” is a model borrowed from mental health practice
- Not the same as being a staff person’s supervisor
- Can be used interchangeably with consultation
- Consultation may be more clear in cases where the clinical supervision and the administrative supervision are not the same individual
  - OCVA service standard



# Clinical Supervision/Consultation

- Conducted by a trained and experienced professional
- Focuses on services and work with clients
- Goal is to develop or enhance skills of supervisees
- May not include an evaluative component
- May not be the staff member's administrative supervisor



# Administrative Supervision

- Focus on responsibilities within the organization
- Personnel matters such as timecards and record keeping
- Employee performance evaluations
- Clinical supervision may overlap with administrative supervision
- If roles are held by separate individuals, they must communicate
  - May necessitate a release of information



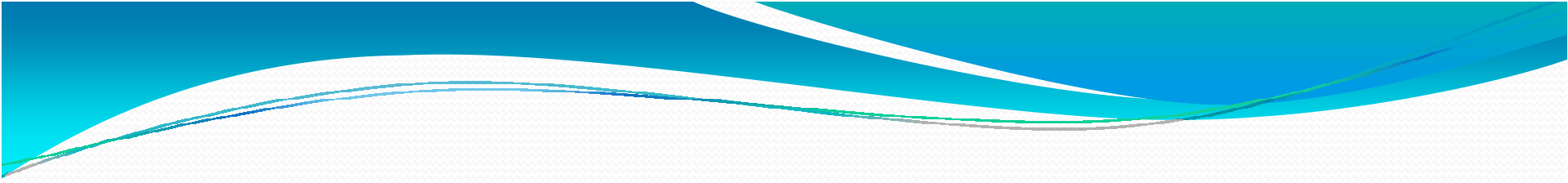
# Why Consultation?

- OVCA requirement
  - Support group facilitators must be, or receive consultation on group process, from a Master's Level Therapist
- Best practice
  - Assures quality services
  - Fresh perspectives
  - Avoid burnout
- Group facilitators are exposed to more clients

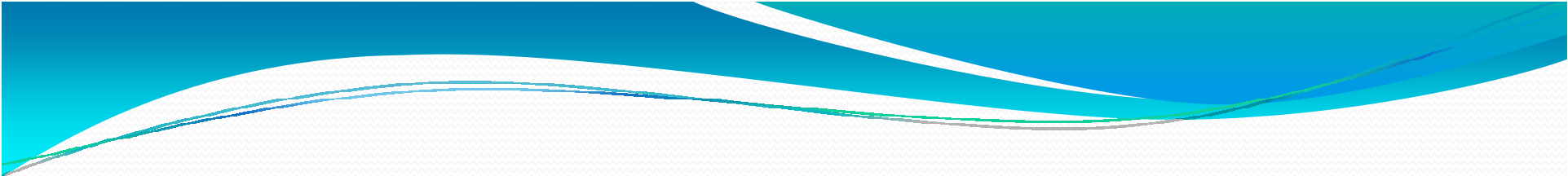


# Roles of the Supervisor/Consultant

- Teacher/Mentor
- Consultant
- Counselor
- Sounding Board
- Adviser
- Evaluator



How does your agency  
currently handle group  
supervision?



# How Should Consultation be Structured?

- Who should attend?
  - Individual vs. Group
- How often should we meet?
  - Structured vs. Unstructured
- What should we talk about?
  - Case consultation or issues





# Individual Supervision

- One on one between facilitator and supervisor
- Relationship between the two is particularly important
  - Trust, safety and acceptance are important
  - Mutual respect
- Significant personal attention in order to focus on facilitator's development



# Group Supervision

- Better use of the supervisor's time
- Participants can learn from each other
- Group dynamics will be present
- Lends itself to role play
- Facilitator's may be reluctant to share in a group setting
- Not as much individual focus



# Peer Consultation

- Experienced facilitator's provide consultation to each other
- No evaluative component
- May include other activities such as journal reviews or curriculum development
- Works well when “supervisor” also facilitates groups



# Structured vs. Unstructured

- Structured
  - Regularly scheduled appointments
  - Discussion of all group members/clients/cases
  - May include documentation
- Unstructured
  - “As needed” or “Open door”
  - Usually what staff say they want
  - Many things can be missed
- Combination is best practice



# Methods of Consultation

- Case consultation
  - Each client/session is discussed with supervisor
- Focus only on issues or problems
- Self-report
  - Most commonly used method
  - Relies on supervisees accurate self-assessment
  - Supervisee may be nervous about “doing well”
- Direct observation
  - Co-facilitation
  - Video taping
    - Requires consent of clients
- Participant evaluations
- Use of a variety of methods produces best results



# Goals of Supervision

- Promoting professional growth and development
- Become knowledgeable of group dynamics and facilitation techniques
- Protecting the welfare of clients
- Monitoring the facilitator's performance
- Opportunity to practice problem solving and increase decision making skills
- Address diversity issues



# Supervising New Facilitators

- Initially observe an experienced facilitator with supervision focused on their observations
- Co-facilitate a group with an experienced facilitator with focus on taking more responsibility
- Facilitate a group
- Facilitate a group independently with regularly scheduled consultation appointments



# Evaluation of Essential Skills

- Knowledge of group dynamics, group process and sexual assault
- Knowledge and demonstration of appropriate boundaries and ethics
- Effective transition between different tasks and activities within group
- Attend to all group members in a ways that are supportive and empathetic
- Demonstrate a sense of confidence in running group





# Evaluation of Essential Skills Continued

- Demonstrate good time management, beginning and ending group on time
- Sensitive to group needs and demonstrate flexibility when following an agenda
- Encourage group participation without putting members on the spot
- Developing a successful curriculum targeting a specific population



# Evaluation of Essential Skills Continued

- Demonstrate knowledge and respect for cultural competency
- Demonstrate sensitivity and respect to each group member
- Demonstrate active listening skills
- Demonstrate activities to open, close and terminate group
- Demonstrate ability to work with co-facilitator effectively



# Common Issues to Focus On

- Meaningful curriculum and activities
- Intake and screening
- Difficult group dynamics
- Lack of progress
- Negative reactions by facilitator towards client
- Boundary issues and self-care
- Addressing issues



# Ways to Enhance Consultation - Consultant

- Treat supervisees with respect
- Listen diligently to what is being said and not said
- Work to establish an atmosphere of mutual trust and collaboration
- Be available, by being fully present during sessions and protect the time for consultation
- Be willing to say you don't know and seek your own consultation
- Have frequent discussion about multicultural issues
- Expand your own knowledge by attending workshops and reading



# Ways to Enhance Consultation – Facilitator

- Ask questions and express what you need
- Be open to a variety of types of supervision
- Accept that anxiety is normal
- Strive to be open and honest during supervision
- Discuss issues and successes
- Ask questions regarding reasoning, rationale and decision making when receiving suggestions
- Prepare before your meeting, review clients, develop questions



# Summary

Combinations of methods of supervision and/or consultation may be time consuming and require more effort, but provide the best possible outcome for training, developing, and supporting group facilitators, which ultimately provides a better support group experience for participants.



# Contact Information

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