

## GEN35 Provide supervision to other individuals

### OVERVIEW

This standard is about providing supervision to individuals. The individuals whom you are supporting may be within your own organisation or in other organisations, and may work at the same level as yourself. This standard is not about line management or supervision which is covered separately in relevant Management and Leadership standards. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

### KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. The purpose of providing individuals with clear information and the nature of the information they need to carry out their work
2. How to listen, ask questions and negotiate
3. How to gain and keep the commitment of trainees
4. How to motivate individuals and develop their self-confidence
5. The range and use of different protocols which can be used both to support people as they work and also control the activities which they undertake
6. The range of policies and protocols which pertain to the supervision relationship such as confidentiality and data protection
7. How to evaluate the support which different individuals will need when delivering services in relation to:
  1. The stresses and strains that they are under
  2. Their levels of expertise and confidence
8. How to encourage different individuals to seek support themselves
9. How to structure supervision sessions
10. Why it is important for you to understand your own personal beliefs and preferences, values, interests and priorities when working with others
11. How interests, priorities and values may affect individuals work and change over time
12. The nature of the interrelationships between yourself and others whom you work with and how this may affect your ability to work effectively
13. The limits of your own work role and its interrelationship with the work roles of others
14. The subtle ways in which professional boundaries and relationships between individuals and those whom they work with can become eroded, related risks, and the ways in which individuals may seek to manipulate these relationships
15. Methods of continuously monitoring the nature of your own relationships with others to identify breaches of boundaries

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.agree with individuals the nature, frequency and purpose of routine contact and how to contact you if they are in need of additional discussion, advice or supervision
- 2.agree with individuals the confidential nature of the supervision relationship
- 3.maintain contact with individuals to provide opportunities for feedback, discussion and support
- 4.supervise individuals in the manner and at the frequency agreed with them
- 5.enable individuals to reflect on and make decisions about levels of contact
- 6.enable individuals to reflect on and make decisions about the objectives and outcomes of their work
- 7.enable individuals to identify their roles and responsibilities in carrying out their work
- 8.enable individuals to identify the limits of their current competence
- 9.enable individuals to reflect on and make decisions on how their work relates to evidence-based practice
- 10.enable individuals to reflect on and make decisions on the need for intervention by other specialist workers and agencies
- 11.actively monitor that professional and behavioural boundaries are clear and are being observed by individuals in their work relationships
- 12.challenge appropriately those individuals who show signs of becoming complacent with the progress of their work and re-emphasise their responsibilities and accountabilities for that work
- 13.offer individuals appropriate support to manage their work effectively
- 14.supervise individuals at a sufficient level to ensure that they only undertake activities for which they are competent and which are within their remit
- 15.actively monitor the effect which undertaking different activities has on individuals and take appropriate action where there are concerns that it is detrimental to their health or social well-being

## ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: Core 2 Personal and People Development. This standard has replaced DANOS AC4.