

	<p align="center">Supervision of Home Based Support Workers by Social Workers Procedure</p>	<p align="center">Procedure Number <i>CHC-PSW-0015</i></p>	<p align="center">Version Nos: 2</p>
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1. Purpose

This Procedure is performed as a means of ensuring West Coast District Health Board (WCDHB) Social Work Department Home Based Support Workers receive adequate supervision to promote worker/client accountability.

2. Application/Responsibilities

This Procedure shall be followed by all WCDHB Social Work Department Home Based Support Workers and Field Workers.

3. Definitions

For the purposes of this Procedure:

Supervision is a process where individuals reflect work related, task orientated issues with a supervisor (Field Worker). It is to provide support in complex situations faced by the Home Based Support Workers.

4. Responsibility

For the purposes of this Procedure, all Social Work Department staff shall:

- Ensure they abide by the requirements of this Policy and Procedure

5. Resources Required

There are no specific resources required for this Procedure

6. Process

1.00 The WCDHB is committed to the process of Supervision/support for Social Work Department Home Based Support Workers.

1.01 Field Workers are responsible for providing supervision when:-

- Task/service delivery needs change
- Service delivery not meeting required standards
- Interaction between worker and client is breaking or has broken down
- Worker abuse
- Client abuse
- Unsafe working conditions
- Performance issues
- Personal issues impinging on workers work
- Training issues are identified

1.02 The Field Worker will have an open door policy for responding to workers on request.

1.03 If the matter requires specialist input the Worker or the Field Worker will refer to their immediate supervisor or the HOD – Social Work.



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- 1.04 Field Workers will routinely audit Home Support & Home Based Support Workers work to ensure that they are following the task list allocated to the client and to ensure that the standard of care is meeting minimum requirements.
- 1.05 Performance Appraisals will be an integrated component of the supervision process. These will be performed yearly with the permanent part-time employees.
- 1.04 District Nursing Service should provide supervision of all Personal Care activities, with the Field Workers co-ordinating these services.

7. Precautions And Considerations

- The WCDHB is committed to the process of Supervision
- Performance Appraisals will be an integrated component of the supervision process.
- District Nursing Service should provide supervision of all Personal Care activities

8. References

ANZASW Policy Statement on Supervision May 1998.

9. Related Documents

There are no related documents

Revision History	Version:	2
	Developed By:	Supervising Social Worker
	Authorised By:	Supervising Social Worker
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