Supporting the Virtual Workforce

Virtual Supervision

Hosted by Charmaine Brittain, MSW, PhD
National Child Welfare Workforce Institute (NCWWI)
Butler Institute for Families | University of Denver
Welcome!

This learning exchange is sponsored by:
Please respond to the poll question by selecting your answer and then clicking “submit”
Today’s Webinar

- Laying the Foundation for Telework
- Learning Exchange of Your Questions, Resources, and Ideas
Let’s Center Ourselves
Laying the Foundation for Telework
Link to video and telework handouts: https://bit.ly/3aTVUCT
## Conceptual framework of potential advantages and challenges of telework

### Organizational Level

**ADVANTAGES**
- Recruitment and retention
- Increased work morale
- Productivity gains
- Improved agility
- Financial advantages

**CHALLENGES**
- Management practices
- Legal framework
- Teamwork and collaboration
- Expertise and training
- Infrastructure and technology
- Security
- Costs

### Individual Level

**ADVANTAGES**
- Financial advantages
- Increased work-life balance
- Spatial mobility
- Increased work autonomy
- Increased job satisfaction
- Increased productivity

**CHALLENGES**
- Work-life blurring
- Socializing
- Career and workplace involvement
- Trust
- Technical support
- Interruptions

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Virtual Supervision
Principles of Partnership

- Everyone desires respect
- Everyone needs to be heard
- Everyone has strengths
- Judgments can wait
- Partners share power
- Partnership is a process

Originally developed by Appalachian Family Innovations
Why

- Support your workers
- Help keep children safe and strengthen families
- Facilitate the agency mission, vision, and values
- Recognize our workers as heroes
Who

- Supervising/managing up, down, and across
- Mainly your team and individual caseworkers
Where

- Our homes
How

- Mostly virtual (exceptions across the country)
- Match team members to peer buddies for more frequent check-ins
- Use computer technology
  - Zoom, Skype
  - Instant messaging
  - Google Hangouts or Google Duo
  - Shared drives
  - Jabber
- Phones
  - Voice calls
  - Texts
  - FaceTime

See Center for States Telework in Child Welfare handout
Team Communication and Connecting

• Use shared project folders
• Keep your team up to date with status updates
• Set up regular team meetings
• Offer group case consultation and supervision
• Use coaching techniques
Coaching in Supervision

Skills

⇒ Listen to understand
⇒ Appreciate the best of what is and what could be
⇒ Ask powerful questions

Foundational Anchors

- Partnerships are Interactive
- Person Driven Solution Oriented
- Increase Awareness
- Build Capacity
- Achieve Desired Growth
- Growth and Change Take Time
- Always Assume Positive Intent
- Everyone Has a Story
- People, Groups, Organizations are Creative and Resourceful

Butler Institute for Families, Academy of Professional Coaching
When

- Officially, at least weekly for all workers
- Best practice is as frequently as necessary and possible
- More often for newer workers
- Hold team/group supervision weekly
- Text and group text more frequently
- Establish norms for after-hours communication
What

- Build/sustain relationships
- Keep core supervisory tasks the same:
  - Attend to administrative tasks and questions
  - Provide educational supervision for growth and development
  - Be supportive and encourage self-care
- Pay attention to worries and concerns
- Listen
- Acknowledge successes
- Manage their caseload
  - Ask about protective and risk factors
  - Maintain confidentiality
What (continued)

- Act as a conduit for information
- Take a “not knowing” stance
- Ensure quality without micromanaging
  - Focus on what needs to happen
  - Track deadlines and case practice
- Intervene to address systemic barriers
- Use data! Individual, team, and program data
- Emphasize work-life balance
Q & A’s
Idea and Resource Exchange
Join us for our next Learning Exchange:

**Workforce Well-being** | April 14 and April 17
Supporting the Virtual Workforce | Learning Exchange Series

- Virtual Supervision
- Workforce Well-being
- Physical, Emotional, and Psychological Safety
- Converting the Classroom from In-person to Online
- Coaching Remotely
- Using Social Media and Technology to Engage Children, Youth, and Families
Evaluation and Resources

Please fill out the evaluation that will be emailed to you tomorrow.

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#WeAreChildWelfare
WE ARE IN THIS TOGETHER

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