

Improving Supervision by Collaboration, Transparency and Accountability: The Impact of Missouri's Supervision Advisory Committee (Webinar, March 2012).

What is this resource?

- Supervision Advisory Committee (SAC) addresses supervisor recruitment, training and professional development; supervisor support; casework/clinical and administrative/management supervision; and the supervisory role in the agency and community.
- Purpose/Goals: support supervisors, enhance supervision, advise leadership on supervision needs.
- Participants: 2 supervisors from each sub-region; QA Manager; CFSR Lead; and Training Manager.
- Each member serves 2-year term; transfer learning to incoming members at annual two day meeting.
- Pre-Meeting (supported by central office): conference calls, set agenda, logistics, etc.
- Quarterly Meeting: review of strategic plan, progress recorded, recommendations sent to Director.
- Follow-up: written recommendations with Director's response; minutes/agendas posted to agency intranet.

What are the critical findings?

- Supervisor turnover causes constant review of purpose/history.
- Supervisors are key to moving practice forward and for strategic plan successes. Needs to begin with assessment by supervisors to identify issues.
- Will not be effective without the highest level of commitment from administrators.
- SAC improves communication within the division and field
- Need continuous development of clinical, administrative and data use skills in supervision.
- Annual two-day meeting for transitioning new members is needed for continuity of work and transfer of learning.
- Survey of Employee Engagement scores increased on "supervision effectiveness," "team effectiveness" and "job satisfaction" for supervisors and workers.
- Leadership skills expressed by facilitators influence level of participation by members.
- Team should be comprised of the "best of the best" who keep meetings solution-focused.
- Need accountability at all levels (administration is accountable to the committee to move forward on identified issues and committee members are accountable for developing solutions).

What are the implications for our work?

- Need commitment and buy-in from all levels of the organization for supervisory group to be effective.
- Administrators need to hear creative solutions from all supervisors and line staff.
- Must take steps to support supervisors' educational advancement.
- Emphasize transparency – post agendas and progress on strategic plan for all agency staff
- Use Learning Labs to build capacity of supervisors to develop skills in using data.
- Creating a "safe" environment is significant factor in building a successful team.
- Use of Central Office assistance/logistics increases efficiency of committee.
- Direct access to agency administration is imperative; need Director/Designee for face-to-face discussions.
- Develop charter to create continuity when team and leadership changes.
- Committee can address internal issues (e.g. worker retention) and relationships with community partners.
- Supervisory committee should review and provide feedback on policies before they are implemented.