

*Note: This training material is continually being evaluated and updated to reflect current needs and best practices therefore it should be viewed as work in progress.*

*Any person, organization, or institution making use of these materials must acknowledge that they were developed by the Tanzania Institute of Social Work, Jane Addams College of Social Work, and the Midwest AIDS Training and Education Center with support from the US President's Emergency Plan for AIDS Relief (PEPFAR), USAID/Tanzania, and the American International Health Alliance's HIV/AIDS Twinning Center.*

## **Chapter V — Supervision of Para Social Workers**

The Introduction to Para Social Work course (Para Social Work I) is accompanied by training for Para Social Work supervisors. Prospective supervisors attend Para Social Work I training as participants and continue training in supervision skills for four additional days. An additional day of Supervision Training is provided in association with the Para Social Work II course as well.

This curriculum is currently under review and revision, so this chapter will provide only a general review of topics covered, as well as a sample Timetable/Agenda for Para Social Work I Supervision training.

As noted in Chapter I, supervisors are nominated by local government representatives. Criteria for supervisors of Para Social Workers within the context of local government as follows:

- Experience in social services with vulnerable children. This includes employees of the Department of Social Welfare , Community Development Workers and people working in non-governmental organizations (NGOs)
- Qualified social workers (Have 3 year advanced diploma in social work or BSW) and qualified Community Development Officers (Have 3 years advanced diploma in CD)
- At least one year experience working with children and families in a community setting
- Willing to be responsible for supervising para social workers who work directly with children and families
- Eligible for membership in the Tanzanian Social Workers' Association

The expressed duties of Para Social Work Supervisors include:

- Provide technical assistance to para social workers (linking theory with practice, improving skills)
- Continuous quality improvement (data collection, analysis, feedback, utilization of findings, etc.)
- Organizing work

- Monitoring, Evaluation and Follow-up of para social worker job functioning
- Report to Local Council Social Welfare Officer/Local Council Community Development Officer
- Provide feedback to grassroots level stakeholders

The objectives of the Introduction to Para Social Work Supervision training workshop are as follows:

- 1) Understand the Para Social Work approaches to providing care and support for Orphans and Vulnerable Children affected and infected by HIV/AIDS
- 2) Understand the knowledge needed by para-social workers including psychosocial problems and solutions, child development, HIV/AIDS, case management and community involvement and how to apply in providing care and support
- 3) Acquire skills to organize and supervise services provided by Para Social Workers in government organizations and community settings including:
  - a) Understanding and applying relevant social policies for orphans and vulnerable children
  - b) Assisting in integrating OVC into community care and service systems using a case management model
  - c) Assist Para Social Workers to empower clients, families and communities
  - d) Demonstrate skills to teach para-social workers relevant information necessary to conduct their practice
- 4) Acquire skills to organize and supervise services provided by para-social workers in government organizations and community settings including (continued)
  - a) Demonstrate competence in individual and group models of supervision including problem solving and development and implementation of service plans
  - b) Evaluate Para Social Work performance and assist in quality improvement efforts
  - c) Address legal and ethical issues within the context of the organizational setting and professional standards

### **Supervision Training Content:**

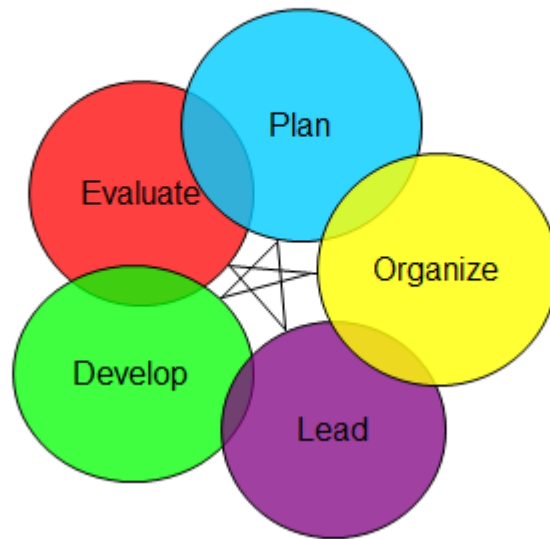
The Supervision Training is organized as follows:

- A. Guiding Principles for Working with Vulnerable Children
- B. Definitions:
  1. What is supervision?
  2. What is a supervisor?
- C. Supervising Volunteers
- D. Goals and Best Practices in Para Social Work
- E. What do Para Social Workers Need to Know
- F. What Supervisors Do: Five functions of Supervision are identified as depicted in the slide:

1. Planning (Day 2)
2. Organizing (Day 2)
3. Developing (Day 3)
  - (a) Supervisory Methods: Doing Supervision (Day 3)
    - Individual Supervision
    - Group supervision
    - Bringing in Outside Resources, Consultation
  - (b) Supervisory Models: Resolving Issues and Developing Skills
    - Decision making
    - Addressing un-ethical behavior
    - Difficult Issues in Para-Social Work
    - Modeling
4. Leading (Day 4)
5. Evaluating (Day 4)



## Five Functions Supervisors Fulfill In Organizations



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### Supervising Para-Professional Social Workers Supervisors Training Agenda

DAY /TIME	EVENT
<b>Day One</b>	
0800-0830	Arrival and Registration, Pre-training Evaluation
08:30-09:15	Opening Ceremony
9:15 – 10:00	Overview of Training, Groundrules and Elections
10:00	Introduction of Participants (Icebreaker)
10:30	Tea Break
11:00-13:00	Role and Skills and Para Social Worker and Para-Social Worker Supervisor
13:00 – 14:00	Lunch

DAY /TIME	EVENT
14:00 – 15:30	Review of Policies and Legal Framework for OVC and Implications for Practice <ol style="list-style-type: none"> <li>1. The Legal Framework <ol style="list-style-type: none"> <li>a. Social welfare policy,</li> <li>b. Child Policy under community development policy</li> <li>c. Education policy,</li> <li>d. Children homes act,</li> <li>e. Adoption act</li> <li>f. National Costed Plan of Action for OVCs</li> </ol> </li> <li>2. Ethical Issues</li> <li>3. Practice Applications</li> </ol>
15:30	Break
16:00 – 17:00	Group Exercises to address skills in applying policy in social welfare practice
<b>Day Two</b>	
08:30-09:15	Recap
09:15-10:15	Overview of the concept and role of Para-Social Workers <ul style="list-style-type: none"> <li>• Roles and functions of para-social workers</li> <li>• Best practices <ol style="list-style-type: none"> <li>1. Family and Community Based Care</li> <li>2. Integration into the care and service system</li> <li>3. Strengths Approach</li> <li>4. Empowering clients and families and communities</li> </ol> </li> <li>• The para-social work training model: 3 steps (Introduction to competencies, Supervised Practice, Advanced Para-Social Work course)</li> </ul>
10:15	Tea Break
10:45	The role of supervisors of Para-Social Workers—Part 1: Brainstorm exercise
11:30	Overview of Introduction to Para-Social Work Training Program Content: <ol style="list-style-type: none"> <li>a. Legal and Policy Issues (covered in Day 1)</li> <li>b. Ethical issues (covered in Day 1)</li> <li>c. Para-SW Process (Case Management and mobilizing community resources)</li> </ol>
13:00 – 14:00	Lunch
14:00 – 15:30	Overview of Introduction to Para-Social Work Training Program, continued: <ol style="list-style-type: none"> <li>a. Human Development: Life of the Child</li> <li>b. Parenting and Supporting Families</li> <li>c. Self-care and burnout prevention</li> </ol>
15:30-16:00	Break
16:00-17:00	d. HIV/AIDS
17:00-17:30	Plenary: Summary of the Day
<b>Day 3</b>	
08:30-09:00	Recap/Overview of Day
09:00-10:00	What do Supervisors Do (Supervisory Process) <ol style="list-style-type: none"> <li>a. Leadership Role (Creating a culture and environment for practice)</li> <li>b. Assigning Work</li> <li>c. Setting expectations about what Para-SWs will do</li> </ol>

DAY /TIME	EVENT
	<ul style="list-style-type: none"> <li>d. Gathering information to see how the work is going</li> <li>e. Skill Development</li> <li>f. Problem Solving</li> <li>g. Evaluating Para-Social Work</li> </ul>
10:00 – 10:30	Supervisory Methods Teaching Skills (Adult Learning)
10:30	Tea Break
11:00-12:00	Supervisory Methods: Case Conferencing and Planning
12:00 – 13:00	Supervisory Methods: Doing Supervision: <ul style="list-style-type: none"> <li>• Individual Supervision</li> <li>• Group supervision</li> <li>• Bringing in Outside Resources, Consultation</li> </ul>
13:00 – 14:00	Lunch
14:00 -15:30	Supervisory Models: Resolving Issues and Developing Skills <ul style="list-style-type: none"> <li>• Decision making</li> <li>• Addressing un-ethical behavior</li> <li>• Difficult Issues in Para-Social Work</li> <li>• Modeling</li> </ul>
1530-16:00	Break
16:00-17:00	Group Skills Building Activity
17:00-17:30	Summary and Conclusion
<b>Day 4</b>	<b>Leadership for Para-Social Workers</b>
08:30-09:00	Recap and Overview
09:00-10:30	Community Based Care <ul style="list-style-type: none"> <li>i. Assessment of community resources</li> <li>ii. Feedback</li> <li>iii. Linkage back to DSW, other ministries?</li> </ul>
10:30	Break
11:00-12:30	Evaluating Para-Social Work Performance <ul style="list-style-type: none"> <li>• Reporting and Documentation</li> <li>• Providing Feedback to Para-Social Workers</li> <li>• Continuous Quality Improvement</li> </ul>
12:30	Plenary: Group Discussion
13:00-14:00	Lunch
14:00 – 15:30	Leadership Skills for Para-Social Work Supervisors <ul style="list-style-type: none"> <li>• Supervisor as Role Model</li> <li>• Addressing Culture of Community</li> <li>• Creating Culture in the work group</li> <li>• Supervisor—the person in the middle               <ul style="list-style-type: none"> <li>○ As interface with larger organizations</li> <li>○ Ensuring organizational goals are met</li> <li>○ Advocating within the organization on behalf of the workers</li> </ul> </li> </ul> Distribute Program Evaluation
15:30 – 16:00	Break
16:00- 17:30	Closing Ceremony

**Para Social Work II Supervision Training**

A fifth day of Supervisor Training is provided immediately following Para Social Work II. This final day provides an opportunity to exchange best practices, address challenging supervisory situations as well as focus on some specific topics. The topics may be applied selectively based on expressed needs in the community or by the participants. A brief outline follows:

- I. Introduction and Overview
- II. Responsibilities, challenges, accomplishments and expectations (group exercise)
- III. Local Planning Processes
  - A. Local Government and Ministry Structures
  - B. Budget and Council Planning Time Line, Steps and Processes
  - C. Para Social Work Involvement
  - D. Making the Case for Para Social Work Support
  - E. Group Activities
- IV. Leadership: Five Major Practices
  - A. Model the Way
  - B. Inspire a Shared Vision
  - C. Challenge the Process
  - D. Enable Others to Act
  - E. Encourage the Heart
- V. Obtaining Funding for the Para Social Work Program: Building a Case for Support