
Reflective Supervision

Reflective supervision allows for active problem solving, which over time promotes active quality improvement. Following are some elements of reflective supervision to consider.

Reflection

Reflective conversations are needed to communicate vision and goals and to track progress towards meeting these goals.

- Do I meet with each CHW on a weekly basis to set and follow-up on (weekly, monthly, yearly) goals?
- Do I help each CHW understand their areas of improvement and build upon their strengths?
- Do I assist the CHW in addressing and solving challenges and concerns?
- Do I arrange a regular time and space for CHWs to talk with one another and share experiences and challenges?
- Do I promote bonding/team building activities (Ex: Do I include CHWs in monthly staff meetings?)
- Do we take time to assess each family's needs and strengths?

Support

An individualized and collaborative relationship of understanding needs to be built, to build trust and to successfully support the CHW in being effective in their work.

- Am I available on an 'on-call' basis (24/7) when needed to provide support to CHWs?
- Do I check-in on the wellbeing of the CHW and allow for flexibility in meeting goals?
- Have I taken the time to "shadow" the CHW to better understand their role?
- Do I take time to celebrate or recognize each CHW for his or her accomplishments?
- Do I take time to input, review, and interpret data in our client database?

Resources

Direct tools are necessary to meet goals, including relevant written materials and training.

- Does my site provide useful resources for CHWs to set and meet goals?
- Does my site have resources for CHWs to provide families?

Training

Trainings are interactive networking opportunities that can be either internal or external to your organization. Trainings can be used to develop skills the CHW needs.

- Do I invite CHWs to suggest training topics?
- Do CHWs assist with implementing any formal or informal training or mentoring?
- Do I provide opportunities for the CHWs to attend trainings outside of my organization?