

This tells the story of how Aberdeen City Council used the personal capabilities of the Continuous Learning Framework to revise their supervision process in the Social Care and Health Directorate. The story is accompanied by a cartoon which tells the story from the perspective of Gaynor Clarke, the local authority's Planning and Development Officer who led the review of the process.

What needed to be developed and why?

Procedure-oriented supervision tends to focus on what has happened in practice and what the next steps should be. The model of supervision used by the Directorate was focused primarily on case management. Reflective supervision in practice was professional and carried out with much commitment, but appeared to be limited by lack of time. The organisation wanted to develop a supervision process that was reflective, meaningful, functional, and had a focus on continuous improvement for the worker and services and improved outcomes for people who used services. The process-oriented supervision it wanted to develop focuses on feelings that arise through the work and how this relates to values, giving individuals awareness that can be used in future professional relationships.

Process-oriented supervision enhances professional development. The role of the supervisor is to challenge the caseload from a different perspective, to keep reflecting on values and how values influence all that we do. Self-awareness is critical for workers as they are tools to help people to reach their goals and outcomes. Values, identity and experiences influence every decision that is made, so by developing self-awareness, workers can become the best that they can in the profession. Process-oriented supervision supports workers to try out new ideas and gives energy and strength to cope at work.

The [Continuous Learning Framework \(CLF\)](#) provided an opportunity to enable workers to have process-oriented supervision that is time-committed and implemented and managed consistently across the Directorate.

The CLF sets out what people working in social services need to be able to do their jobs well now and in the future and what their employer needs to do to support them. The 13 personal capabilities are based on emotional intelligence and aim to describe the ways in which people manage themselves and their relationships with others in the workplace.

The Directorate recognised that the CLF

- applies to all workers
- is clear and concise
- enables recognition of ever-changing practices
- takes into consideration each worker's fluidity of practice
- is cumulative and allows workers to develop along the capabilities
- recognises the ever-changing needs of people who use services and the Directorate

What was done?

The Directorate reviewed the existing supervision policy and consulted with frontline workers and managers in relation to what their needs were. They asked if supervision was meeting the needs of the worker, people who use the service, and the service itself.

They rewrote the supervision policy and developed a new recording system taking into consideration corporate developments and future focus. The recording tool, which links work practice to the CLF, is based on reflection, self-assessment and development. The paperwork is written in such a way that it can be used for continuous professional development, Post Registration Training and Learning, and Performance Review and Development purposes.

How is the process being used?

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