

## Supervisory Tip Sheet for Remote Staff

During the COVID-19 pandemic, staff will continue to benefit from reminders that supervisors are here for them both personally and professionally. Simply increasing supervision has a significant impact on one's productivity.

### • Tips for Supportive Supervision

- » Take an overall temperature check and ask your supervisee questions such as, "How are you holding up? How are you feeling?"
- » Be sensitive to staff and reflect back on what they are experiencing through validation. Some examples of responses: "I hear that you are worried/stressed/overwhelmed" or "I know this is a scary and uncertain time, but I'm here to support you".
- » Ask questions to elicit what they need from you to perform their work more effectively so you can help alleviate potential barriers to work being accomplished. Be straightforward: "What do you need from me today? What do you need this week?"
- » Help think outside the box to become more creative about engagement with families. Teenagers tend to be difficult to engage; however, staff can take advantage of their propensity towards technology and come up with fun ways to connect with them.
- » Encourage interdisciplinary team work. Staff should schedule calls with colleagues in other departments. This will further collaboration and best practice that will benefit families, as well as instill a sense of teamwork and camaraderie throughout JCCA.

The use of a Teams page is strongly encouraged to sustain the team, to prevent feelings of isolation and to promote social connection. JCCA will have a SharePoint that supervisors can access for a list of activities and ideas.

### • Develop a Teams Page

- » Discuss expectations and preferences as these should be fun and not more work
- » Each member can pick a day where they will post something interactive
- » If a Teams page is not possible, set up a group text with daily interactive exchanges
- » Share self-care apps and training resources on the documents tab of the Teams page

### • Use Teams for Group Supervision and Weekly Meetings

- » Have staff rotate in facilitating a virtual ice breaker that include Sanctuary check-in's so supervisors are in tune with how staff are feeling
- » Include fun themes to virtual meetings (e.g. pajama day) or schedule over mealtimes
- » Include fun and friendly competition to boost morale through Tik-Tok or online games

- **Remote Work Plan**

- » Individual supervision will occur at least once per week guided by remote work plans to both monitor and support work supervisees do through the use of these plans
- » Use remote work plans and to-do lists to help supervisees prioritize their workload and problem-solve noted barriers
- » Self-care plans can also be devised and reviewed as a means to support the supervisee

- **Frequency of Individual Supervisions**

- » Each program will likely require a different minimum of check-ins per week; decide what this minimum should be with other program directors and supervisors
- » It may also change over time and vary from one supervisee to another
- » Supervisors will check in at minimum twice per week for one formal task-oriented supervision driven by remote work plans and a second informal check-in
- » Send texts to staff to let them know you are thinking about them and that you appreciate them and their commitment to the work we do and to the families we serve