



Supervisory Tip Sheet for Non-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.

• Recommendations for Supervision

- » Adhere to social distancing and wear face coverings to model best practices on keeping everyone safe
- » For staff on campus, try to hold group/team supervision outside now that the weather is warmer, and to also make social distancing easier
- » Be sure to account for adjusted hours for staff when scheduling supervision each week
- » 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
- » 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
- » For staff that do not regularly access their computers or email, supervisors should be sure to text them important links or memos being disseminated by the agency
- » If the team is interested, group texts with funny or uplifting text messages, including memes or funny videos, is recommended to foster positive connections.

• 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.