

Family Support Supervisor Responsibilities

- Maintain an up-to-date job description for the family support professional position.
- Hire qualified, competent family support professionals who will fit well with the current team.
- Follow agency policies and procedures for recruitment, interviewing and hiring of new staff.
- Provide supervision, encouragement and feedback that supports professional development and meets the agency and program standards for effective family support services.

Administrative supervision: Review training needs, professional development plans, programmatic changes or updates, administration items (sick leave, vacation leave)

Clinical supervision: Family updates, guidance and education on the use of intervention strategies, best practices, ethical issues and suggestions for referrals; use solution-focused questions and provide suggestions for interventions

Reflective supervision: Create a safe place to reflect on feelings and possibilities to build problem-solving skills

- Monitor documentation completion and quality.
- Monitor performance expectations of standards for home visit completion, engagement, and retention rates.
- Build competency through ongoing supervision and annual performance reviews and creation of a professional development plan for each family support professional.
- Provide group supervision to provide feedback, reflection and suggestions from colleagues. This can include skill development topics, ethical issues, best practice standards or discussions about helping families achieve outcomes.
- Plan and manage team meetings for efficiency, team cohesion and decision-making. Ensure healthy conflict resolution in the group setting



Resources

Chapter 1: Welcome

- Welcome - [Video](#)

Chapter 2: Hiring Family Support Professionals

- Iowa Family Support Standards – [Resource Handout](#)
- The Job Description – [Handout](#)
- Beyond the Job Description – [Handout](#)
- The Interview Process – [Handout](#)
- Orientation for New Family Support Professionals – [Video](#) and [Transcript](#)
- Child Abuse: A Guide for Mandatory Reporters – [Resource Handout](#)
- 5-Day Orientation Schedule – [Resource Handout](#)

Chapter 3: Supervising Family Support Professionals

- Reflective Supervision Guidelines – [Handout](#)
- The Supervision Process – [Handout](#)
- The Supervision Process Demonstration – [Video](#), [Checklist](#) and [Transcript](#)
- BHF Supervision Notes – [Resource Handout](#)
- Parent Educator Supervision Record – [Resource Handout](#)

Chapter 4: Nurturing Family Support Professionals

- Supervision as Professional Development – [Handout](#)
- Evaluating Family Support Professionals – [Handout](#)
- Family Support Professional Development Resource Plan – [Resource Handout](#)
- Performance Appraisal Demonstration - [Video](#) and [Transcript](#)

Chapter 5: Introduction to Group Supervision

- Group Supervision – [Video](#) and [Transcript](#)
- Sample of Group Supervision Guidelines – [Resource Handout](#)

Chapter 6: Team Meetings and Managing Conflicts

- Making the Most of Team Meetings – [Handout](#)
- How I learned to Love My Team – [Resource Handout](#)
- The Consensus Method for Decision-Making - [Handout](#)
- Avoiding Conflict in the Workplace - [Reading Assignment](#)
- 10 Elements of Conflict Resolution – [Video](#) and [Transcript](#)
- Tips for Resolving Conflict in a Group Setting – [Handout](#)
- Resource Library Suggestions – [Resource Handout](#)