## The management function checklist The aims of the management function are to ensure: • the overall quality of the worker's performance is measured agency policies and procedures are understood and followed the worker understands her/his role and responsibilities the worker is clear as to the limits and use of his/her personal, agency and statutory authority ..... the purpose of supervision is clear work is reviewed regularly in accordance with agency and legal $\Box$ requirements action plans are formulated and carried out within the context $\Box \Box$ of agency functions and statutory responsibilities the basis of decisions and professional judgements are clear to you and the worker and made explicit in agency records records are maintained according to agency policies the worker knows when the supervisor expects to be consulted

## The management function checklist (cont)

•	the worker is given an appropriate workload		
•	time-management expectations of the worker are clear and checked	۵	۵
•	the worker acts as a positive member of the team		
•	the worker understands the functions of other agencies and relates appropriately to them		
•	the worker receives regular formal appraisal.		



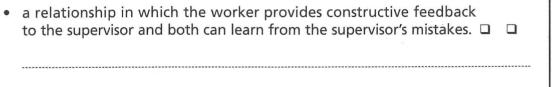
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## The development function checklist

ne aims of this function are to assist the development of:		
the worker's professional competence		
an appreciation and assessment of the worker's theoretical bas skills, knowledge and individual contribution to the agency	se,	٥
an understanding of the worker's value base in relation to race gender etc and its impact on his/her work	e, □	_
an understanding of the worker's preferred learning style and blocks to learning		
an assessment of the worker's training and development needs and how they can be met	5	_
the worker's capacity to set professional goals		
access to professional consultation in areas outside the supervisor's knowledge/experience	_	
the worker's ability to reflect on his/her work and interaction with users, colleagues and other agencies	٥	
regular and constructive feedback to the worker on all aspects of their performance		

## The development function checklist (cont)

•	the worker's ability to generalise learning and to increase his/her commitment and capacity to ongoing professional development	
•	the worker's capacity for self-appraisal, and the ability to learn constructively from significant experiences or difficulties	





e aims of the support function are:		
to validate the worker both as a professional and as a person		_
to clarify the boundaries between support, counselling, consultation and to clarify the limits of confidentiality in supervisi	on	
to create a safe climate for the worker to look at her/his practice and its impact on him/her as a person		
to debrief the worker and give the worker permission to talk about feelings, especially fear, anger, sadness, repulsion or helplessness		
to help the worker to explore emotional blocks to the work		
to explore issues about discrimination, in a safe setting		C
to support workers who are subject to any form of abuse either from users or from colleagues, whether this be physical, psychological or discriminatory		C
to monitor the overall health and emotional functioning of the worker, especially with regard to the effects of stress	۵	Ţ
to help the worker reflect on difficulties in colleague relationships, to assist the worker in resolving conflict		(
to clarify when the worker should be advised to seek external counselling, and its relationship with the monitoring of performa	ance	e.

	e aims of the mediation function are to: negotiate and clarify the team's role and responsibilities		
	brief management about resource deficits or implications	<u> </u>	_
	allocate resources in the most efficient way		
	represent staff needs to higher management		
•	initiate, clarify or contribute to policy formulation	۵	
	consult and brief staff about organisational developments or information		
	mediate or advocate between workers, within the team, or other parts of the agency or with outside agencies	٦	
	represent or accompany staff in work with other agencies		
	involve staff in decision-making		
	deal sensitively, but clearly, with complaints about staff		•
	assist and coach staff, where appropriate, through complaints procedures.	٥	