

## **NQSW supported year - supervision and professional development Supervisor training case vignette for breakout sessions**

Case vignette based on aspects of several real anonymised cases.

This is designed to offer a crossover type case to facilitate generic session with both Children and Families and Adult services workers.

### **Case vignette**

A newly qualified social worker (NQSW), Emma, has been allocated an initial assessment for Alice who has been referred to duty. Alice has recently left care and moved into hostel accommodation after a disagreement with former foster parents who were providing continuing care. Alice has recently been discharged by Community Adolescent Mental Health Service where she was treated for trauma and eating disorder symptoms. Alice is on a waiting list for throughcare and aftercare and still open to locality duty team. Recently hostel staff have raised concerns about adult support and protection due to potential undue influence by a new older boyfriend who appears to be taking all her money, controlling her routines and potentially introducing her to various street drugs. Alice is reluctant to talk to her hostel key worker about these issues and is becoming increasingly withdrawn.

The NQSW has made an early connection with Alice despite a very antagonistic initial presentation due to anger at services. Emma now feels she is being drawn into parental role and wants to change to more authoritative style to make progress quickly due to other demands. The NQSW is also frustrated at the lack of co-ordination between parts of the social work department and reluctance of community mental health services to engage. Emma's perception is that everyone sees Alice as a low priority but she is reluctant to appear critical to colleagues and partner agencies as a NQSW. No agenda was agreed in advance. Emma starts the session by unloading these frustrations and comments that this alone is a helpful use of supervision.

This resource forms part of a suite of resources for NQSWs and their employers in Scotland, part of our evolving national project to develop an NQSW supported year. You can contact us for more information at [nqswproject@sssc.uk.com](mailto:nqswproject@sssc.uk.com).

## **7-eyed-model intervention prompts:**

### **1: People who use services - what and how they present**

Critical thinking, professional judgement and decision making

Communication, engagement and relationship-based professional practice

### **2: NQSW strategies and interventions**

Promoting wellbeing, support and protection

Use of knowledge, research and evidence in practice

### **3: Relationship between the NQSW and the people using services**

Communication, engagement and relationship-based professional practice

Working with complexity in unpredictable and ambiguous contexts

### **4: NQSW skills and wellbeing in relation to their role**

Self-awareness and reflexivity

Critical thinking, professional judgement and decision making

### **5: Supervisory relationship**

Use of knowledge, research and evidence in practice

Self-awareness and reflexivity

### **6: Supervisor offering support from their own experience and learning**

Working with complexity in unpredictable and ambiguous contexts

Promoting wellbeing, support and protection

### **7: Wider contexts in which the work happens**

Professional leadership

Ethics, values and rights-based practice