

Appendix B: Community Health Worker Check-in and Group Supervision Guide

Check in's with CHWs will happen on varying schedules depending on the organization's and CHW's need. At a minimum, supervisors and CHWs should check in bi-weekly to troubleshoot issues and offer support. This check-in document can help guide weekly and monthly work and expectations. The Core Competency document may be used on an annual basis (or more often as training needs present) to assess if skills are up-to-date, and to ensure training needs and support are addressed from the beginning. Consider also group supervision sessions with CHWs to provide time for group learning and support. Some suggested group supervision questions and resources are provided below.

CHW Check-In

Employee Name (PRINT): _____ Date: _____

Topic	Questions	Notes
Program Goals and Outcomes	<ul style="list-style-type: none"> • Progress on outcomes? How many clients are you seeing? • Meeting specific program targets and goals? • Have you met your caseload/presentation goals? 	
Documentation	<ul style="list-style-type: none"> • How is documentation of your work going? Issues? • Enough time to document? • Are your referrals documented appropriately? • Do you have any questions about documentation requirements? 	
Barriers/Issues	<ul style="list-style-type: none"> • Any specific client issues? • Barriers to completing tasks? • What has been done to attempt to overcome the barrier? • What are some possible solutions? 	
Client Stories	<ul style="list-style-type: none"> • Are you documenting a client story on a regular basis? 	
Training Needs	<ul style="list-style-type: none"> • Any areas you need support or additional training? • Future goals – how can I support you? 	
OTHER	<ul style="list-style-type: none"> • 	

Suggested CHW Group Supervision Questions and Resources

The intention of group supervision is for the group to assume leadership of itself. Start with a guiding question like, “What’s worrying you right now?” or “What’s something positive that has happened recently?” Conversations will typically develop pretty easily from just one question.

Some useful general questions to ask in supervision:

- What would you like to happen/what do you want?
- How will you know if this piece of supervision has been helpful to you?
- What do I need to know about...?
- What do you see as the main issues/your chief dilemma?
- What do you think are the main contexts influencing this situation?
- How do you understand...?
- What explanations do you have?
- How would you describe...?
- How would x view you/what is going on?
- What would x say?
- Has there been a situation like this before?
- When x does this what does y do/how would y react?
- What you have said made me curious about...
- How would a PCT manager/the GMC/a lawyer regard this?
- If you looked at this from a ‘patient safety’ perspective what thoughts would you have?
- What are the differences in beliefs/understandings/approaches between...?
- What do you think would need to happen?
- What would happen if you tried...?
- Where do you think things will be in...(time)?
- What will happen if nothing changes?

Resources

Association for Contextual Behavioral Science:

https://contextualscience.org/running_a_peer_supervision_group

Syracuse University School of Education:

http://soe.syr.edu/academic/counseling_and_human_services/modules/Preparing_for_Supervision/guidelines_for_structured_group_supervision.aspx

