



Coláiste na Tríonóide, Baile Átha Cliath
Trinity College Dublin

Ollscoil Átha Cliath | The University of Dublin



Psychosocial Centre



Integrated Model
for **Supervision**

Volunteers' Wellbeing and Supporting Supervision for Volunteers

RC3 Long Night of Research, 1st Edition:
Volunteer and Volunteerism Development



Kind reminder:

During the session:

- Rename yourself: Full Name + Organization
- Mute your microphone
- Keep your video on. Switch off if low connectivity

If you have questions to the speakers:

- **Ideally:** Use the Q&A feature to ask your question
- **Second option:** Use the raise hand feature, the moderator will ask you to unmute yourself.

If you have IT questions:

- Ask your question in the chat, an administrator will help you.

Confidentiality statement and data protection

- Sessions will be recorded
- Participants commit not taking pictures of screen or of other participants without permission
- If slides are posted on the shared screen, the speaker should inform the participants if they will receive the slides.



Integrated Model
for **Supervision**



Coláiste na Tríonóide, Baile Átha Cliath
Trinity College Dublin

Ollscoil Átha Cliath | The University of Dublin

Volunteers' Wellbeing and supporting supervision for volunteers

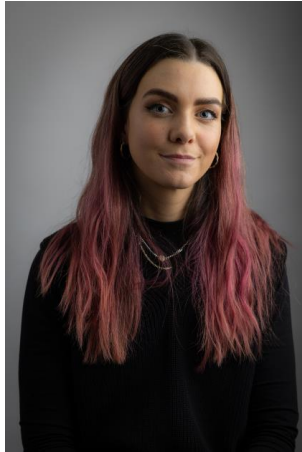
This panel discussion will showcase the Integrated Model for Supervision (IMS), which was developed using a participatory research approach. The session will showcase the Ukrainian Red Cross, who participated in the piloting of the IMS, as well as research findings of the impact of supportive supervision in emergency humanitarian contexts.

Supervision is considered integral to quality mental health and psychosocial support (MHPSS) interventions and features as a key recommendation in all major international guidelines. Despite this, provision of supervision remains a gap within MHPSS programming. Research suggests that supportive supervision is associated with improvements in knowledge and reductions in secondary traumatic stress and burnout. Supervision, therefore, is an integral component of supporting the wellbeing and capacity of staff and volunteers in the Red Cross Red Crescent Movement. Using a participatory approach, the IFRC Reference Centre for Psychosocial Support and Trinity Centre for Global Health and Trinity College Dublin have developed the IMS, a collection of guidance and tools to support organisations to integrate supportive supervision to promote the emotional well-being, skill development, and intervention fidelity of staff and volunteers engaged in MHPSS activities, across sectors.

Speakers



Kelly McBride
IFRC
Psychosocial
Centre



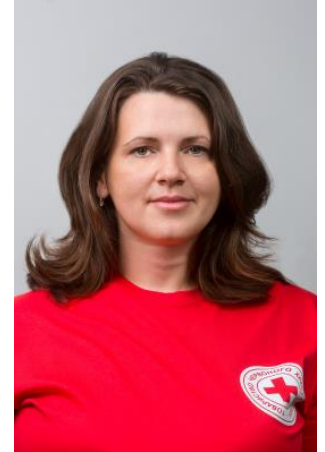
Dr. Meg Ryan
Trinity College
Dublin



Dr. Nadeen
Abujaber
Trinity College
Dublin



Anna Didenko
Ukrainian Red
Cross



Kateryna Kryklya
Ukrainian Red
Cross



Overview of session

Introduction to the IMS

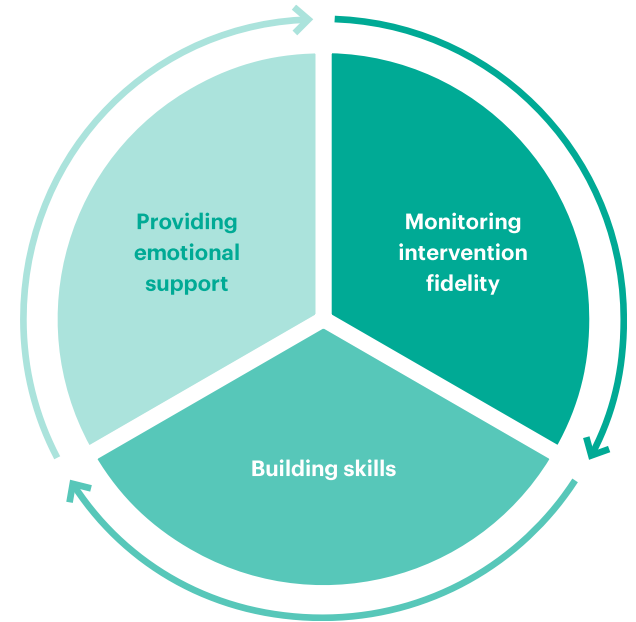
IMS in Ukraine

Research highlights of the IMS

IMS in your context

Supportive Supervision

A safe, supportive, confidential and collaborative relationship between a supervisor and supervisee, and/or supervisees where supervisees can voice their difficulties, discuss challenges and be recognised for their successes, receive constructive feedback and emotional support, and build their technical skills and capacity. Supportive supervision is a cross-cutting set of principles that can be applied to various types of supervision used in MHPSS work across sectors, such as clinical and technical approaches.



What is the Integrated Model for Supervision?

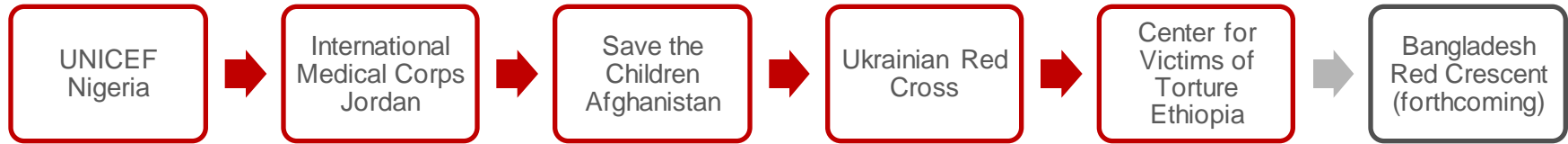
Set of guidance and tools to support the integration of supportive supervision within emergency and humanitarian settings.

- Result of extensive consultation
- Advisory group
- Key informant interviews
- Stakeholder workshops
- Delphi consultation
- Pilots in 6 countries

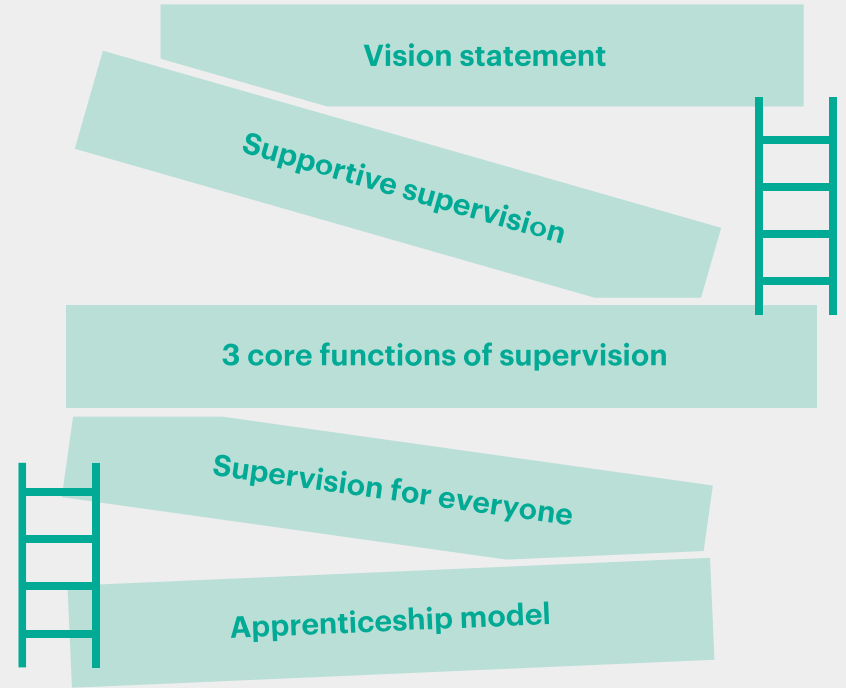


Pilots of the IMS

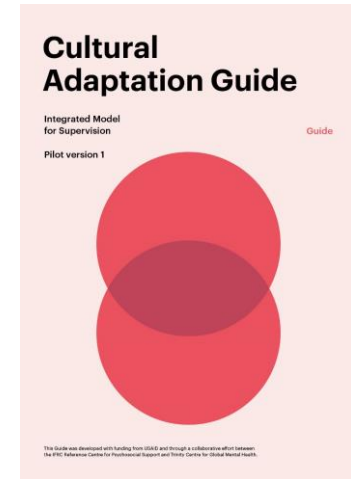
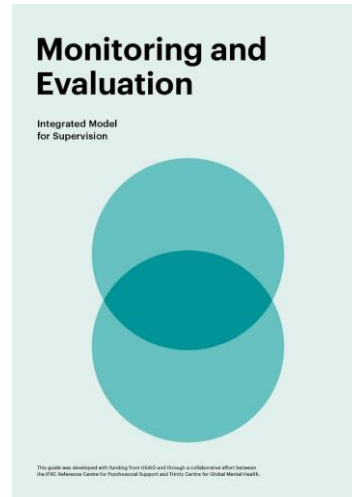
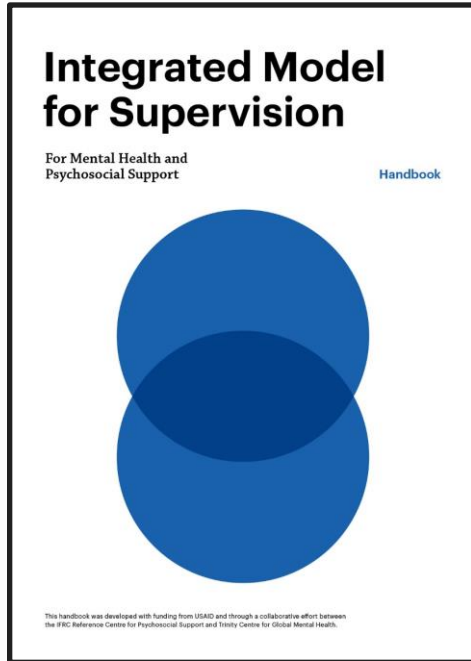
Pilots include 10 day IMS Training followed by implementation consultation and supervision sessions



Key components of the IMS



Key resources



Piloting the IMS with Ukranian Red Cross

- Pilot took place in July 2021
 - Consultation calls
 - 10 day online training comprising of modules for leadership and management, supervisors, and supervisees.
 - Final day of training to develop roadmap for integrating the IMS within Ukranian Red Cross
 - Post training follow up includes ongoing implementation consultation and supervision (group and individual)





MISSING LINK TIMELINE

RESEARCH OUTPUTS

Qualitative Interviews (n=26)
What should be included in the
IMS?

PHASE II- PILOT

Pilot Testing - Month 1 qualitative feedback
on the training and experiences of
implementing the IMS (n=8)

PHASE 1- DEVELOPMENT

Desk Review - What is supervision for the
delivery of MHPSS in humanitarian settings?

Delphi - Study (n=48) Consensus building:
What should be included as key components
of the IMS?

Scoping Review- Identify empirically
supported features of supervisory practices
for lay health care providers in humanitarian
emergencies (n=3315; n=11)

6 and 12 month follow up - mixed methods, repeated measures design, follow up qualitative interviews (n=13)

Gender Considerations - Incorporating gender considerations into the IMS (follow up interviews and MSc Thesis, n=12)

● PHASE III- TESTING

Case Studies - What actually happened with the IMS in the acute stages of the emergency (Afghanistan n=2 & Ukraine n=3)

Scalability of the IMS - Interviews with stakeholder groups, initial data from website, feedback from M&E and Cultural Adaptation guidelines

IMPROVE KNOWLEDGE



Pre-Training Post-Training 6-month Follow-up

IMPROVE SUPERVISION



Pre-Training Post-Training 6-month Follow-up

REDUCE SECONDARY TRAUMATIC STRESS



Pre-Training Post-Training 6-month Follow-up

Feedback from Ukraine: Baseline Organizational Structure

I would say it's not well-structured supervision...I've been providing a lot of management supervision... mostly focused on the mainly organizational side of their work (Manager)

A big gap for me is that there is no support-like system, there is no support like we provide a training and after this, we have no idea what is going on out there...like do they have a challenge? Do they have gaps in their work? Do they need information or emotional support? (Supervisor)

I haven't heard about supervision for quite a long time and there were no tools even for monitoring and so we had to come up with them... we have done everything from scratch and so I bet that everybody, any of my colleagues were doing supervision or so-called supervision in a different way (Manager)

Feedback from Ukraine: Feedback on the IMS

We are not losing money with IMS supervision but we are saving money because let's say we train 10 people and the cost of the TOT is high but in the end, if we are not supporting them, we will only have 1 or 2 left and then again we will need to hire more people (Supervisor)

The Handbook is very clear and the definition of supervision and different types of supervision is very good for the general understanding of what supervision should look like, for what purpose, what steps and questions we should make with our supervisees (Manager)

'I really appreciate you starting this process and I don't need to tell anyone anymore to believe in supervision. And now I will say: 'look, this is the standard of our work, so no excuses (Supervisor)

I very much want to create some protocols, systems, agreements that are clear to me and our volunteers and staff so this is why I am so motivated in [the IMS] program (Supervisor)

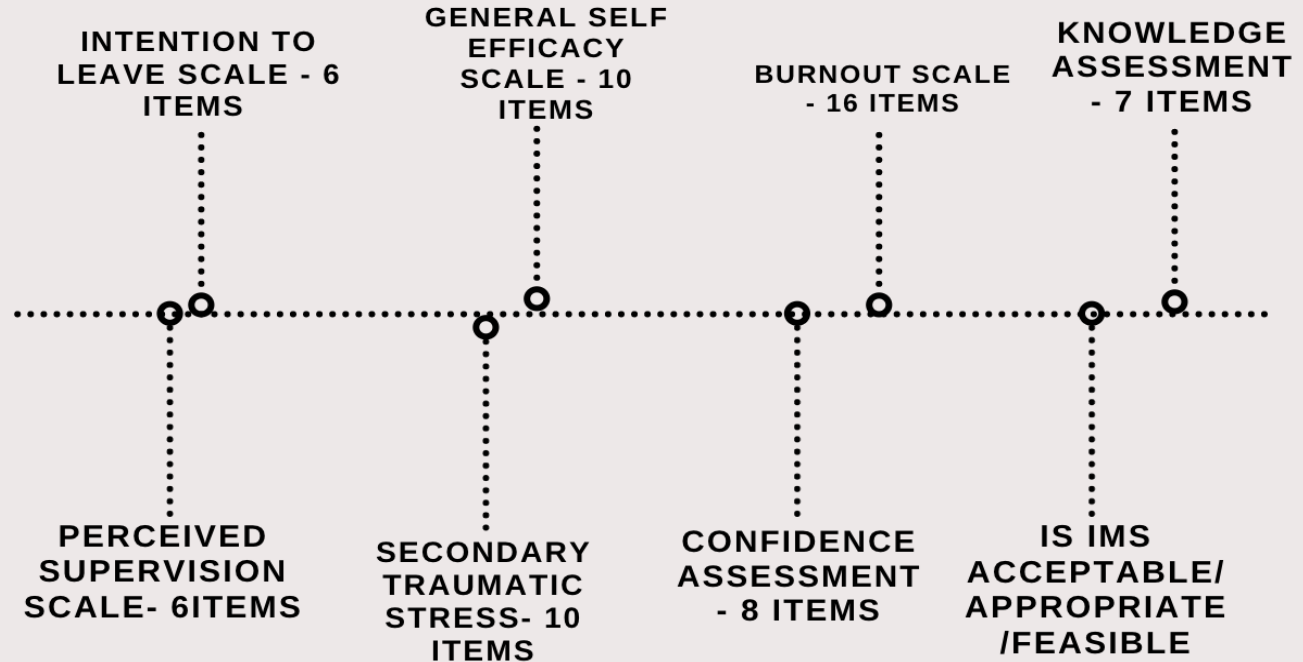
Feedback from Ukraine: Implementation of IMS

We will focus more on providing supervision for the people who are involved in the emergency response. This response and the preparation of the emergency plan will have more resources and more opportunities to make the IMS system work for emergency response (Manager)

As for now, I do not feel that this supervision mechanism can be or should be a separate system or structure. If we can use the knowledge [from the IMS] to conduct group meetings better, to provide a person who will be a supervisor with skills on how to better manage hard emotions, how to better support their peers, that will be enough...For me it is very hard in terms of additional resources and additional meetings that need to be organised, reported, analysed (Manager)

I hope that with this [IMS] training of trainers, we will be able to, in the following months, prepare more supervisors and more how supervision will be working for the big demand of all the volunteers and instructors involved in the emergency responses (Manager)

QUANTITATIVE RESEARCH PROTOCOLS



Qualitative Interview

Since the IMS training took place, has the IMS handbook been implemented within your organisation?

What is the evidence that the IMS has been implemented?

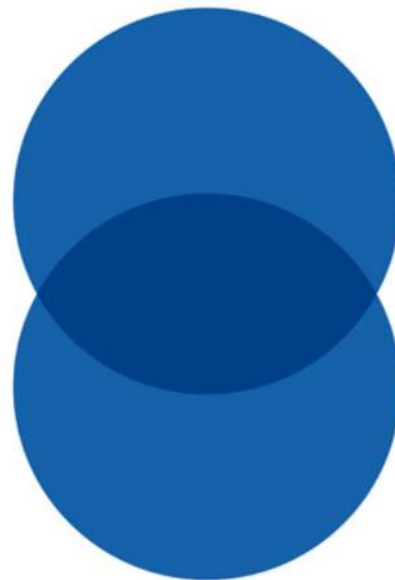
Is your organisation making use of the IMS handbook and other resources?

Do you think that for your organisational context the IMS handbook is:
Acceptable? Appropriate? Feasible?

Integrated Model for Supervision

For Mental Health and
Psychosocial Support

Handbook





RESEARCH

Open Access



Identifying best practice for the supervision of mental health and psychosocial support in humanitarian emergencies: a Delphi study

Áine Travers^{1*}, Nadeen Abujaber¹, Kelly A McBride², Pia Tingsted Blum², Nana Wiedemann² and Frédérique Vallières¹

PLOS ONE

RESEARCH ARTICLE

Towards an integrated model for supervision for mental health and psychosocial support in humanitarian emergencies: A qualitative study

Camila Perera^{1,2}, Kelly A. McBride¹, Áine Travers^{1,2*}, Pia Tingsted Blum¹, Nana Wiedemann¹, Cecilie Dinesen¹, Byron Bitanihirwe², Frédérique Vallières²

Electronic supplementary material:
 The online version of this article contains supplementary material.



© 2022 The Author(s)
 https://doi.org/10.1186/s13033-022-00515-0

Cite as: Abujaber N, Vallières F, McBride K, Sheaf G, Blum PT, Wiedemann N, Travers A. Examining the evidence for best practice guidelines in supportive supervision of lay health care providers in humanitarian emergencies: A systematic scoping review. *J Glob Health*. 2022;12:04017.

Examining the evidence for best practice guidelines in supportive supervision of lay health care providers in humanitarian emergencies: A systematic scoping review

Nadeen Abujaber¹,
 Frédérique Vallières¹,
 Kelly A McBride²,
 Greg Sheaf¹,
 Pia Tingsted Blum²,
 Nana Wiedemann²,
 Áine Travers¹

Background Supervision is widely recognised as an important form of support for lay health service providers. However, guidance in appropriate supervision practices for task-shifting health interventions within the unique context of humanitarian emergencies is lacking. This review set out to identify empirically supported features of supervisory practices for lay health care providers in humanitarian emergencies, towards a stronger evidential basis for best practice in supportive supervision.

Methods In January 2021, six databases and five non-governmental organizations' websites were searched for articles examining the effectiveness of supervision for health care

SSM - Mental Health 3 (2023) 100202



Contents lists available at ScienceDirect

SSM - Mental Health

journal homepage: www.journals.elsevier.com/ssm-mental-health



The acceptability, appropriateness, and feasibility of implementing supportive supervision within humanitarian contexts: A qualitative study



Meg Ryan^{3,4}, Nadeen Abujaber⁵, Dr Áine Travers⁶, Kelly A. McBride⁷, Pia Tingsted Blum⁸, Michelle Engels⁹, Ahmad Alshibi⁴, Hannah Greene⁴, Sandra Githaiga¹, Anna Didenko⁹, Frédérique Vallières⁸

¹ Trinity Centre for Global Health, Trinity College Dublin, Ireland

² School of Psychology, Dublin City University, Ireland

³ International Federation of the Red Cross and Red Crescent Societies, Reference Centre for Psychosocial Support, Copenhagen, Denmark

⁴ International Medical Corps Jordan, Amman, Jordan

⁵ Save the Children, Afghanistan

⁶ Centre for Victims of Torture, Ethiopia

⁷ Red Cross, Ukraine

What's next for the IMS?

1 Month data
collection for
CVT Ethiopia

Training in
Bangladesh
Red Crescent
Society

Launch of the
IMS website

Future phase of
the IMS
proposal
submitted

The IMS in your context

- What role does supportive supervision play in your context, if any?
- How do you see the IMS in your National Society?



Contact us:

www.supervision-mhpss.org

www.pscentre.org

<https://www.rc3events.org/>



Kelly McBride
IFRC PS Centre
Email: Kelly@supervision-mhpss.org

Kateryna Krkyklya
Ukranian Red Cross
Email: k.kryklya@redcross.org.ua

Meg Ryan
Trinity College Dublin
Email: ryanm89@tcd.ie

Anna Didenko
Ukranian Red Cross
Email: a.didenko@redcross.org.ua

Nadeen Abujaber
Trinity College Dublin
Email: nabujabe@tcd.ie