



Mental Health and Addiction
CONSUMER WORKFORCE
DEVELOPMENT

PROFESSIONAL SUPERVISION and MENTORING

Summary Report

December 2008
Kites Trust

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Mike Sukolski
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Lee Lawrence
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Of Note:

Sharing of information

Kites Trust is happy to openly share any information that would assist other organisations to consider hosting a course such as this.

Terminology

Kites Trust uses the term 'consumer' in reference to people who have experienced mental illness and or used mental health services. Mental illness and mental health services are inclusive of addiction. Kites recognises that the term 'service user' is often used in government documents, however Kites does not use it given the connotation for some people who have experienced addiction problems.

Summary

“Supervision is a mechanism for improving the quality of service to clients, maintaining and safe guarding standards of practice and valuing the development of professional practice and knowledge’ – NZ Mentoring service

In 2008, Kites Trust decided to explore the development of supervision and mentoring training specifically for workers in mental health who identify as consumers. This was in response to requests for supervision by consumers from consumers working in the mental health and addiction sectors. With the assistance of a reference group a course was designed that built on an existing course offered by UNITEC¹.

This report presents the findings of this course in terms of outcomes and participant perception of the course content and facilitation.

The overall outcome sought by Kites to increase the number of consumer supervisors available to the consumer workforce has been met. Eleven people, who identified as consumers attended the course, passed the assessment process and received a certificate in Supervision and Mentoring from UNITEC. Early indications are that there is an increase in the amount of supervision being delivered by consumer workers for consumer workers.

Overall feedback from the participants indicated the course was highly valued for content and learning. The consumer focus of the course also rated highly amongst participants. The cost of \$1050.00 was an issue for some participants and some felt that as the consumer workforce is a developing one financial assistance would have been helpful.

Kites Trust feels the hosting of this course provided a worthwhile opportunity to progress development of the consumer workforce by ensuring consumer workers will have increased access to trained and qualified supervisors who appreciate the role of being a consumer worker. Kites also believes the consumer workforce is a professional group that should have access to the same professional practice and knowledge development as other health professional groups do.

As a result of our project, Kites recommends the following;

1. Supervision and mentoring training specific to consumer workers to be incorporated into the planning and development of all (national, regional, local) consumer workforce plans.
2. Development of a code of ethics and professional standards of practice for consumer workers that can be utilised nationally.
3. Investigation into accessible sponsorship opportunities to support consumer workers to attend future training course that benefit the consumer workforce.
4. That responsibility be taken to review and evaluate projects associated with the consumer workforce.

We have presented this report in the hope that it will stimulate and encourage other organisations to consider hosting professional mentoring and supervision course that are designed to support and increase the capacity of the consumer workforce.

¹ UNITEC New Zealand offers certificates to post graduate qualifications. For further information visit www.unitec.ac.nz
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Introduction

Kites Trust is a Wellington based Non Government Organisation and our aim is for people who experience mental health problems to have equal opportunities as other citizens to live, work and participate in the community. Kites unique contribution is to seize opportunities, transform ideas and find solutions to create change in services, systems and behaviour in our communities.

Kites began to explore the need for more consumer supervisors in response to requests from consumer workers looking for peer supervisors. In the development of the Kites Directory of Mental Health and Addiction Services – Wellington Region 2008, a section is dedicated to a list of supervisors. Of the list of forty supervisors only four identified as consumers.

Expected Outcomes of the course;

Increase in the number of supervisors who identified as consumers

Access for consumer workers to credible purpose focused professional development

All participants who undertook the course work in the mental health and addiction sector and identify as people who have experience of mental health problems and or have used mental health services.

Consumer Workforce Development

Te Tahuu - The second mental health and addiction plan 2005 -2015 identifies the need for emphasis on supporting the development of a consumer workforce along with fostering a culture that promotes consumer participation and leadership. This is in recognition of people who experience mental illness being significant contributors to the mental health and addiction workforce.

Supervision is seen as a core component of professional and personal development and Kites decided to sponsor a supervision training course that would provide consumer workers with an equivalent qualification to other health professionals and to ensure sufficient supervisors were available to meet the needs of the growing consumer workforce.

A small number of consumer workers had undertaken 'clinical' supervision training in the past and found many aspects were not relevant or suitable to their roles as consumer workers.

Course development

Kites approached The New Zealand Mentoring Centre to explore the possibility of adapting one of their existing supervision and mentoring courses that is certified through UNITEC New Zealand.

A list of four existing supervision and mentoring courses was presented to a meeting of people interested in supporting this initiative. (Please see Appendix 1 for more detail on each of these courses)

Given Kites was sponsoring the course a participant fee was set in order to recoup the cost of the course.

It was decided that Option 1 - *Getting the Most out of Supervision* and Option 4 - *Professional mentoring and supervision skills* would be pursued in the first instance and expressions of interest in either course were called for through advertising in the sector. Nine expressions of interest were received for option four and none for option one.

Early indications suggested there would be more interest in the courses than this and the group sought to find explanations as to why more expressions had not been received.

Barriers to expressions of interest

Barriers for option four were identified as cost and the requirement of three years experience working in a consumer role.

A number of consumer workers are self employed and the initial outlay of \$1050 was a barrier. It was also noted that many peer run services where the majority of consumer workers are employed did not have sufficient funds in their training budgets. It was suggested that the course needed to be advertised well in advance to allow organisations to consider priorities when budgets are being set

The requirement for three years experience for participants to attend the course was debated at length and it was decided that for the supervision qualification to be credible - participants would need to meet the same criteria as non consumers. The course could also be cross credited with the Diploma in Not for Profit Management.

Option one was initially considered as being of use to consumers new to the consumer workforce, particularly volunteers in peer programmes. These services however tend to provide group or peer supervision and therefore the course was not seen as necessary.

Purpose Focused Training

Specific areas to ensure the course was tailored to consumer workers were identified and a number of consumer leaders offered their assistance to do this.

Areas specific to consumer supervisors were identified as;

- Supervisor responsibilities – safety, disclosure, boundaries.
- Code of Ethics for consumer workers– no specific code of ethics currently exist for consumer workers in New Zealand

Once 13 registrations were received it was decided the course could proceed during July and August 2008.

Cost

Kites took responsibility for hosting the course and therefore all expenses associated with it. A fee of \$1,050.00 including GST per participant was set. This fee was developed based on an expected number of thirteen participants to cover expenses, however only eleven attended. The course cost \$12,223 to host and overall Kites ran a loss of \$568.00. These figures do not include the hours of work required in the investigation phase of the course.

(For a detailed costing breakdown please see appendix two.)

Two participants self funded their attendance at the course, one received sponsorship and the remaining eight people were funded by their employer.

Kites is based in Wellington and whilst the focus was on hosting the course for the Wellington region consumer workforce, three participants attended from outside of Wellington and incurred additional costs of transport and accommodation.

Participants

Six women and five men completed the course. Their working roles included;

- Consumer Advisor (3)
- Consumer advocate / networker (1)
- Consumer consultant (1)
- Manager or frontline worker in peer run service (6)

Five participants worked for consumer run organisations, three worked for District Health Boards and one participant was self employed.

Course Content

The course was held over a six week period with the contact days comprising of an initial three days and then students returning for the final two days after they have had the opportunity to practice their learning and complete assignments.

Outcomes

Eleven participants attended and passed the course and received a certificate in Professional Mentoring and Supervision from UNITEC New Zealand.

Participant's Initial Perceptions

On the final day of the course participants were asked to provide feedback about the course. (For a full list of responses please see appendix three.)

Participants found the course to be practicable and applicable to their work. They valued that the course was specially catered to the consumer workforce and that the qualification could be cross credited to the Diploma in not for Profit Management. Participants found the facilitation and course content to be excellent and stimulating. The focus on strengths and the use of real examples was seen as positive facilitation of learning.

Areas for improvement related to the venues, ways of managing the written material and a support system for participants during the practical application phase.

Follow Up Survey Results

Written surveys were sent to all participants eight weeks after the course was completed. Six surveys were returned. The findings were:

Provision of Supervision

Prior to the course four people who completed the survey did not provide supervision and two of those people now are. The two people who were already providing supervision - one provides less and the other the same.

All six identified they felt either most competent or somewhat competent to undertake supervision.

Training specific to Consumer Workers

Participants rated that it was *very important* that the course was designed specifically for consumer supervisors.

The supervision qualification was rated as either *very important* or *important* to their professional development.

The survey asked if the course led to outcomes that were not expected. The following are the responses received;

- Initial discussion between graduates around forming a 'professional support group' for consumer supervisors as well as potential peer supervision.
- A question arose – “*We have a situation in the DHB where only a nurse can supervise a nurse etc – Is this the same for all other groups as well?*”
- One participant has experienced difficulties negotiating supervision rates – “*If organisations are unwilling to pay more than \$85 per session, including GST the hourly rate if 15 minutes is set aside before and after the session is \$56.66 which does not cover overheads*”.

Value for Money

All survey respondents reported that the course was value for money however concern was expressed at the limited financial assistance that was available for people to attend.

Comments included;

“The course was good value for money but in view of the importance of this training to the development of the NZ consumer workforce in general it was a great shame that there was no financial assistance available to participants from agencies charged with responsibility for developing such a workforce. I hope agencies will be informed of this new and valuable addition to the workforce and of the potential for them to support future such courses”

“Consumers need to be able to train without having to find funding for the course, meals, flights and a place to stay. Having a qualification at the end of the training is a very good aspect, and important for the future development of the consumer workforce we are still paid low wages and under valued for what we do.”

Other comments

“The tutor and course content was excellent, I thoroughly enjoyed the experience, however the venues were not ideal.”

“This course was excellent and I would recommend it to anyone. The content was comprehensive with out being overwhelming and it was especially good to get so many handouts and references. The energy and enthusiasm generated was good to witness and experience”.

”The balance between a choice of coherent theoretical bases and practical tools was especially good and being able to put these into practice at the workshop provided very affirming confidence in rusty skills”.

“The course content was comprehensive, backed up with good references and reading material covering a range of differing approaches and perspectives.”

“The facilitation was top class”

“I would recommend it without hesitation.”

“Thanks very much for getting this training together”

“Wholehearted thanks to Kites Trust for having the vision and persistence to ensure this training went ahead. Kia ora Kites.”

APPENDICES

APPENDIX ONE -Training Options for Consumer Supervision/Mentoring

Course 1	<i>Introduction to Supervision for Mental Health Professionals</i>
Aims	This course provides an excellent introduction to supervision for new or beginning supervisors and provides some skills for supervising others in their own discipline area.
Format	1 day training with follow up readings and reflective tasks
Target Group	Senior clinicians or staff who are moving in to supervision roles or beginning to supervise others. Suitable for new or experienced supervisors.

Course 2	<i>Effective Supervision Skills for Mental Health Professionals</i>
Aims	This skills based training enables senior staff to provide effective supervision for others in their own discipline area. It introduces supervision as a professional development process for mental health professionals provides training and processes for one to one clinical supervision provides opportunities for participants to experience the power of supervision through group practice activities and work based tasks.
Format	3 day training with reading tasks and post course reflective practice tasks
Target Group	Senior clinicians or staff with at least 3 years practice and/or a qualification in their discipline area.

Course 3	<i>Making the Most of Supervision</i>
Aim	This training provides an introduction to supervision for supervisees and helps them make the most of this powerful professional development process.
Target Group	Any staff member who may be involved in supervision as a supervisee.
Format	Half day training 9am – 12.30pm or equivalent

Course 4	<i>Professional Mentoring & Supervision Skills</i>
Course info	5 day course. Group size of 16 . To equip experienced mental health professionals with the skills and knowledge to provide professional mentoring and supervision to others in their own discipline area. It introduces the concepts of professional mentoring and supervision, models and frameworks for supervision, provides skills training and opportunities to develop those skills through small group practice and coaching. Additional session will be included on special issues for those supervising the mental health consumer workforce (Kites to provide input and support throughout the course in this area). Participants receive a Unitec Certificate on completion of all course work and assignments. Those that only complete the attendance requirement receive an NZMC Certificate of attendance.

New Zealand Mentoring Centre Contact Details

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APPENDIX TWO - Cost for Consumer Mentoring and Supervision course

Breakdown costs of the course are as follows:

Item	Cost
Facilitator \$10,400 Travel costs \$683.00 Accommodation and expenses for two trips covering five days \$506.00	\$11,589.00 (Including GST)
Venue Hire (DCM and WCLC)	No charge
Kites expenses Food \$47.55 + \$53.53	\$101.08
Kites staff member hours (13)	\$533
TOTAL	\$12,223.08

Income	Amount
11 participants @ \$1050 per person Deposit 1 Participant @ \$105.	\$11,655 (Including GST)
TOTAL	\$11,655

APPENDIX THREE

Initial feedback sought on the final day of the course.

Participant's identification of the value in undertaking the course

Nationally recognized certificate that is credible
Practicable and applicable
Potential to open up new opportunities
Learning about learning – for example, styles, own and others
Affirmation of skills
Cross credit to Diploma in Not for Profit Management
Coming together as consumer group
A complete concept and process, a good package
Confirmed supervision and provided a complete picture.

Participant's perception of the learning that occurred for them on the course

Respect for diversity
Facilitator and participants felt supported, even if uncomfortable it was safe and able to learn
Stimulating – something new, first course combining two ideas – consumer workforce and supervision
Trail blazing and cutting edge

Participant's identified aspects of the course that supported the learning?

Handouts and real examples very helpful
Real play rather than role play very useful as well as doing it and observing it very helpful
Authentic
Assessment on site was very good along with instant feedback
Focus on strengths in feedback and self reflection
Competency based
Simplicity of information – not overloaded but achieved a lot
Pacing of content and manageable breaks matched energy

Participant's comments regarding facilitation

Facilitator's skilled were valued, watching how she worked and facilitated – role modelling along with ability to be flexible
Very professional and could illustrate points

Areas for Improvement

Venue was small and confined, needed break out rooms, windows that open / better ventilation. Natural light would have aided energy and concentration. A Marae was suggested for consideration in the future.

Participants suggested resources such as handouts to be available on the web or provided in binders with tabs rather than folders as the volume of information was a lot to manage.

It was suggested that the development of a buddy system would be helpful so people can check in and support each other during the practical application phase.