



# **Supervisor Training Information Document 2024**

## 1. Supervisor Training Course 2024 Overview

Supervisor training takes place on Moodle, and over Teams/Zoom. The calls take at most two hours and take place every two weeks, with the potential for longer gaps over any school holidays. There are seven Teams/Zoom meetings, and one in-person session, which generally takes place on a weekend day, in a relatively central location (e.g. Birmingham). There is one assignment associated with each call. These are at a similar level to the (non role-play) assignments for Supporters. There is one micro-supervision session, which is similar to a role-play. The workload, overall, is perhaps a bit less than the helpline portion of Supporter training.

There will be multiple Tutors. Where possible, you will be assessed by a Tutor who hasn't previously trained you, and who is not from your area.

There will be some group work, both during and between sessions. This shouldn't be particularly time consuming, and it will help trainees to get to know each other.

The eight sessions and assignments cover:

1. Equity and Diversity
2. Reflections on Supervision
3. Record Keeping and Information Governance
4. Roles, Responsibilities and Boundaries of a Supervisor
5. Effective Supervision
6. Observing Supervision and Tutoring
7. Micro Supervision and Reflection
8. Reflection on Supervision Training

Trainees are expected to observe two supervision sessions and one tutoring session. These observations can be over Zoom/Teams. We will discuss this with you long before the assignment is due.

## 2. Roles and responsibilities of a BfN Supervisor

### 2.1 Role of a Supervisor – summary

Supervisors are responsible for the delivery, coordination and administration of supervision sessions for supervisees. They are also responsible for registering and re-registering volunteers according to BfN guidance.

### 2.2 Personal Development

Supervisors are responsible for:

- Fulfilling their own annual registration requirements, including accessing supervision specific to tutoring and supervising roles.
- Attending Tutor/Supervisor CPD sessions (currently the requirement is to attend at least two 2 hour online CPD sessions per year).

### 2.3 Governance

Supervisors have a responsibility to be up to date with all BfN policies and guidelines as published on the BfN website: <https://www.breastfeedingnetwork.org.uk/governance/>

## 3. What you should know and be able to do before coming on the course (pre-course competencies)

Pre-course competencies are based on:

1. Breastfeeding support specific skills and knowledge, i.e. knowledge and skills in relation to breastfeeding within a BfN work context (paid or unpaid).
2. Administrative skills and knowledge
3. Supervision specific skills and knowledge, i.e. knowledge and skills in relation to supervision of peer supporters.

### Essential minimum requirements

- Qualified BfN Supporter or Helpline Supporter (or currently undergoing Supporter or Helpline Supporter Training)
- Current registration with BfN, having fulfilled supervision and ongoing learning requirements.
- Completed the 'Getting the Most out of Supervision' course in the last 5 years
- Significant experience in peer support
- Knowledge of importance and application of the BfN Code of Conduct

- Knowledge of the BfN Equality and Diversity Policy and a commitment to equal opportunities and inclusion
- IT skills including Office 356, Microsoft Word and Excel to intermediate standard, email and internet.
- Ability to select the most appropriate method of communication (i.e.telephone or email) to convey complex or difficult messages
- Ability to maintain defined standards of confidentiality
- Ability to work with people from different cultures sensitively
- Ability to write clearly and concisely in English
- Ability to attend closely to detail when keeping records and facilitating registration of volunteers
- Ability to organise and manage a variable workload independently
- Ability to work effectively within a partnership and as part of the wider BfN team

#### Desirable Qualifications

- GCSE English or equivalent qualification
- Actively volunteering on the National Breastfeeding Helpline
- Experience of working with groups, including diverse ethnic and social groups

## 4. What will I be able to do when I have completed the course?

By the end of the course you will be able to:

LEARNING OUTCOMES
<b>The learner will:</b>
<b>1. Understand her own role, responsibilities and boundaries of role in relation to Supervision</b>
<b>2. Understand appropriate approaches when supervising breastfeeding peer supporters.</b>
<b>3. Demonstrate session planning skills.</b>
<b>4. Understand how to deliver inclusive sessions that motivate supervisees.</b>
<b>5. Understand the need for record keeping.</b>
<b>6. Understand the importance of supervision and how to deliver it effectively</b>

## Qualifying as a Supervisor

On successful completion of the coursework, you will become a Supervisor and will be offered a zero hours contract with BfN. This is not a guarantee of paid work.

It is anticipated that you will be mentored through your first supervision and thereafter for as long as is appropriate.