

The Five Critical Functions of Supervision: An Overview to Enhanced Supervisory Practice

- Builds on other supervision models: administrative, supportive, and educative
- Addresses nuances of supervision with PSW through advocative and evaluative functions

Function 1: Administrative Supervision

- Begins prior to onboarding
- Includes organizational policies and procedures
- Facilitates liaising to human resources



Lived expertise and practical skills are both important considerations when hiring peer support workers.

Function 2: Supportive Supervision

- Fosters good morale
- Encourages and supports employees



Supportive supervision is a compassionate mirror and supports action planning, confidence, and efficacy.

Function 3: Educative Supervision

- Focuses on the professional development
- Provides coaching and feedback



Sound Educative Supervision requires that supervisors possess knowledge of and experience with peer support values to ensure optimal inclusion of peer support staff.

Function 4: Advocative Supervision

- Creates a respectful work environment
- Champions and strengthens fabric of peer support
- Ensures reasonable work accommodations



Advocative Supervision is an essential tool that goes beyond dyadic interaction between supervisor and supervisee. This function involves supervisors skillfully navigating the organization to promote equity for peer support staff.

Function 5: Evaluative Supervision

- Establishes and communicates clear, quantifiable expectations for the work
- Cultivates reciprocity



Evaluative Supervision is an opportunity to develop mutuality by employing a parallel process to provide and receive feedback.