HANDOUT 18.3 INDIVIDUAL SUPERVISION – NEW CASES

**Background for the “Caseworker”**

You just began a new job as a GBV caseworker after working for a few years in a different field. You found yourself drawn to working with survivors of GBV because you had a close friend who was a survivor herself and you helped her get out of the abusive relationship by allowing her to stay with you and by providing emotional and occasional financial support. You think this new casework position will be similar to how you helped your friend, but better because you will have the support of an entire organization behind you. In working with your first client you wanted to make her feel happy so you told her everything would be ok and that you will make sure that she is safe. You jumped right into service provision because it was so apparent that the client was in need of immediate help and you know that you can always have her fill out paperwork the next time you meet with her. The client’s story became so intense at times, you cried with her when listening to her recount the abuse she suffered. You’re about to meet with your supervisor to discuss this client’s case and any next steps you should take. You’re excited to tell you supervisor about all of the services you initiated and referrals you gave to the client.

**Background for the “Supervisor”**

You recently began supervising a new caseworker. From the interview, you suspected that she may have some trouble creating and maintaining appropriate boundaries; however, you spent a lot of time in her first week going over the steps of case management, the role of the caseworker and the importance of self-care. The new worker appeared to absorb the information from training and has been shadowing one of your senior case managers for the past few days. The caseworker just started working with her first survivor. You’re looking forward to discussing her approach to the case. You plan on using the Survivor-Centered Case Management Skills Building Tool to help guide your understanding of how the caseworker is providing services; however, you will be careful to not use the tool itself when meeting with the caseworker so as not to make her nervous. You will fill out what you can remember once supervision has ended.