

Child Protection Case Management Supervision and Coaching Training Package

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THE ALLIANCE
FOR CHILD PROTECTION
IN HUMANITARIAN ACTION



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CASE MANAGEMENT TASK FORCE

Photo Credit: Peter Biro / The IRC

The Case Management Task Force (CMTF), of the Alliance for Child Protection in Humanitarian Action, created the Case Management Supervision and Coaching Training Package to increase case management supervisors' confidence, capacity

“Supervision is a relationship that supports the caseworker’s technical competence and practice, promotes well-being and enables effective and supportive monitoring of casework.”¹

and support to caseworkers to provide safe, ethical and competent case management services to vulnerable children and their families. This training package is the result of two years of work led by the International Rescue Committee on behalf of the CMTF. The package was developed through researching and consolidating good practices globally. The curriculum and materials were developed through a lengthy and iterative process with

feedback provided by members of the CMTF as well as pilots in Northern Syria/cross-border Turkey, Nigeria and Myanmar. In 2017, Trainings of Trainers were convened to disseminate the content to humanitarian responses in eight countries.

The finalization of the training package was a collaborative venture drawing on the talent, experience, and wisdom of dozens of Child Protection and Case Management specialists, including local and global practitioners.

“With the complexity of the work and the high demands on caseworkers, we should not expect them to do it alone. Consistent, structured supervision is essential in order to provide caseworkers the necessary support to consider children’s best interests throughout the case management process and cope with the daily stressors of the work. Evidence from practice and research has taught us that caseworkers who are supported through high quality and regular supervision can potentially improve the lives of children and families.”²

1 Alliance for Child Protection in Humanitarian Action. (2014). *Inter-agency Guidelines for Case Management and Child Protection*. Retrieved 2017: <https://resourcecentre.savethechildren.net/library/inter-agency-guidelines-case-management-and-child-protection>

2 Hani Mansourian and Audrey Bollier; Co-coordinators of the Alliance for Child Protection in Humanitarian Action

Overview:

The Case Management Supervision and Coaching Training Package is intended to be a supplementary resource to the [Inter-agency Case Management Training](#). It builds upon the caseworker, supervisor and manager modules in order to provide practical guidance, specifically on the functions, practices and essential skills of supervisors within case management teams.

The target participants for the Case Management Supervision and Coaching Training should include child protection/ social welfare staff who are responsible for overseeing case management teams and/or providing technical support to caseworkers. It is essential that participants have received the Inter-agency Case Management Training and, ideally, have a minimum of 2 years of experience with child protection case management programming. The CMTF recommends delivering the complete package of six modules consecutively over four days.

Contents:

	Facilitator's Guide	The guide offers guidance for preparing and delivering the training modules including: <ul style="list-style-type: none">• Sample agendas• Pre/Post tests• Evaluation template• Training report template
	Training Modules Introduction Module Module 1: Defining Supervision and Coaching Module 2: Supervision Practices and Tools Module 3: Supervision and Coaching Skills Module 4: Staff Care and Well-being Closing Module	The modules are delivered in PowerPoint slides with specific instructions within the “notes.” They are accompanied by handouts to facilitate activities
	Supervision Tools Individual Supervision Record Case Management Meeting Record Caseworker Capacity Assessment Case Management Shadowing Tool Case Management Observation Tool Case File Checklist Tool Case Discussion Tool	Tools are presented with practical guidance on how they can be utilized and suggested frequency

All of the materials are in editable files; and the CMTF encourages adaptation/ contextualization according to the needs of supervisors on the ground.