

SKILLS TO ENABLE PEOPLE & COMMUNITIES

LEADER SUPPORT AND SUPERVISION

This section describes the support and supervision you can expect from the STEPS Program as a STEPS Skills Program Leader. The main points to be addressed are:

- Who will do the support and supervision
- How the support and supervision will happen

There will be some variability in these areas for many reasons- whether you have a local 'supporter' or not, whether you have had some previous experience leading groups or delivering training, whether you are leading a new local group or an established group with people who already know you and each other, etc. The STEPS Program staff aim to make you feel comfortable and confident in your role as a STEPS Skills Program Leader, so we will endeavour to meet your individual support and supervision needs.

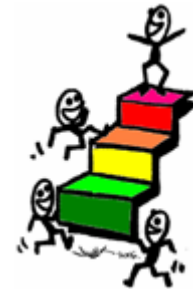
Leaders who are not Queensland Health employees will be given information about the Queensland Health Code of Conduct, which gives clear direction about the acceptable standard of conduct and workplace behaviour required by STEPS Skills Program Leaders. The Code of Conduct applies to all permanent, temporary and casual staff of Queensland Health, *volunteers*, contractors, consultants and/or any person who exercises power or controls resources on behalf of Queensland Health.

Support and Supervision- What Does STEPS Offer?

Support

Regular support will be provided to STEPS leaders. This may include:

1. Regular phone/email contact to discuss group issues
2. Debriefing for difficult groups
3. Newsletters providing information and updates about STEPS programs throughout Qld



The table below outlines the support during each phase of the STEPS program:

Phase of Program	Who	How
Planning a local STEPS Skills Program	<ul style="list-style-type: none"> • STEPS staff will contact you 1 month after Leader Training to start discussing planning for a local STEPS Skills Program 	<ul style="list-style-type: none"> • Support from STEPS staff via phone, fax, email and postal mail
Delivering a local STEPS Skills Program	<ul style="list-style-type: none"> • STEPS staff will contact you after each STEPS Skills Program Session, to do a structured Leader Reflection with you, to address specific needs for you and your Skills Program participants. <p>There will also be some support from your local "supporter" if you have one</p>	<ul style="list-style-type: none"> • Direct phone and email contact from STEPS

Phase of Program	Who	How
Delivering a local STEPS Skills Program continued	<ul style="list-style-type: none"> • STEPS will also produce a newsletter every 3 months for STEPS groups across Queensland 	<ul style="list-style-type: none"> • STEPS newsletter will be via post, fax or email.
Leading a STEPS Network Group	<ul style="list-style-type: none"> • STEPS staff will be available for contact if additional support is required by STEPS Network Group Leaders. • STEPS Network Group Leaders might also support each other • The STEPS newsletter will be circulated quarterly 	<ul style="list-style-type: none"> • Phone calls, email, newsletter

Supervision

Supervision will involve:

1. Supervision of your leader role, including volunteers
2. Leaders to complete weekly reflections of the STEPS Skills Program sessions – e.g. what worked well during the session, what didn't work well and what will you do differently next time and
3. Discussion of leader reflections with STEPS staff each week, by phone or email
4. STEPS staff observing your presentation skills during the leader training. This will be assessed and will assist us with ongoing mentoring.
5. Group participants being able to access STEPS staff if they have a complaint about leader performance
6. Ongoing training and education about brain injury via the STEPS Leader Network

STEPS Leader Network

STEPS staff will assist you to link into the STEPS Leader Network, for ongoing learning, development, networking and support with other STEPS leaders across Queensland. A STEPS newsletter will be distributed to allow ongoing contact with other leaders.

Contact STEPS

STEPS@health.qld.gov.au

