

Roles of Case Management Clinical Supervisor

Role	Definition
Consultant	First line consultation. It is better to talk out ideas before trying them. Supervisors can help case managers to work with clients to establish short term goals that will show progress.
Clinical supervisor	fulfilling the responsibilities noted above and required, but with the option of small group clinical supervision – not entirely one-to-one clinical supervision.
Counselor	Supervisors are not therapists for their staff. However, it is appropriate to help workers through stressful times by reflecting, showing empathy, building rapport, and facilitating growth.
Teacher	Model and teach skills. This is an on-going process which needs patience and preparation. When the supervisor identifies a need to learn, someone in the group may be knowledgeable to present that information at the next group supervision.
Supervisor	The clinical supervisor may or may not be the case manager's "day-to-day supervisor. The clinical supervisor and case manager need to be clear that the clinical supervisor oversees the provision of case management services to clients. Other administrative/business/policy/leadership responsibilities should be understood.
Administrator	Provide agency updates and overall requirements that will assist case managers in completing tasks efficiently and decrease isolation.
Colleague	Team members share common professional goals even when members don't think alike.
Facilitator	The supervisor is a catalyst for the case managers. The supervisor can assist the group in identifying client specific or system specific issues and strategize ways to move forward. You can refocus a difficult group supervision session by asking each case manager to share a goal a client achieved or an experience that caused "a bright case management moment".