

Using the Supervisory Evaluation as a Professional Development Tool

Background: As one requirement for NYSDOH AIDS Institute Peer Certification, supervisors must complete a Supervisor Evaluation for their peer/consumer worker. In this process, supervisors review their peer worker’s performance in a set of core and track-specific competencies (peers are evaluated on 25 specialized competencies per track). **To be considered for certification, a peer worker must receive a rating of “satisfactory” or “exemplary” for Practicum Evaluation Section, and “meets” or “making progress” for each of the Core and Specialized Competencies.** Therefore, the supervisor can use the evaluation tool throughout the practicum process to identify successes and areas for the peer to grow. This document is intended to support the supervisor to use the Supervisor Evaluation to support the peer’s development throughout their practicum.

How to Use this Tool: For each section of the Supervisor Evaluation, this document includes space to describe the peer/consumer worker’s strengths and opportunities for growth. It also includes an action plan template to help the supervisor and peer set concrete goals and document the peer’s progress over time. This tool also offers guidance for choosing competencies.

Plan to review the Supervisory Evaluation with your peer/consumer worker at regular intervals, for example, twice per year or once per quarter. Note areas of strength and opportunities for growth. For identified areas of growth, supervisors and peers should complete an action plan using SMART Goals (**S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-Bound); examples are included. Use the action plan during supervision to coach and support the peer worker. At the next Supervisor Review meeting, review goals and use the peer’s progress to inform the next set of goals.

Peer Name: _____

Date: _____

Certification Track (s) _____

Practicum Hours completed: _____

Agency: _____

Supervisor Name: _____

Date of next Supervisor Evaluation review: _____

Section 1: Practicum Evaluation

This section reviews the peer's general work performance, including:

- Ability to learn and openness to supervisor's feedback
- Quality of work
- Level of productivity/ work habits
- Ability to establish positive rapport with client
- Ability to work well with other professionals
- Attendance and punctuality
- Ability to follow all agency policies and procedures
- Overall rating

The supervisor must include comments to explain their rating.

Practicum Evaluation - Strengths

Practicum Evaluation - Opportunities for Growth

Areas for Growth/Action Plan: Practicum Evaluation

Challenge	SMART Goal	Progress (noted at next meeting)
Attendance and Punctuality: Peer Worker is frequently 30 minutes or more late for work.	In the next two months, the peer worker will arrive late no more than twice, and will alert supervisor by phone if they will be late.	

Section 2: Core Competencies

All Peer workers, regardless of their track, must display competence in the following core areas:

- Shares their personal experience in a strategic, compassionate and responsive manner and comfortably discloses status
- Demonstrates a commitment to personal self-management of health conditions and treatment regimens
- Addresses health literacy needs of clients to ensure client understanding of messages delivered
- Communicates using a person-centered approach such as active listening, stages of change, motivational interviewing and/or harm reduction counseling
- Upholds agency confidentiality policies and procedures
- Recognizes own vulnerabilities and emotional responses to work-related matters and identifies strategies for managing the situation, including asking for help from supervisor(s) and/or other supports
- Recognizes the limits of their knowledge and seeks assistance from supervisor, other staff, or other available supports when needed
- Seeks opportunities to increase knowledge and skills for peer support
- Employs self-care strategies to promote wellness and prevent burnout
- Demonstrates effective oral, written and non-verbal communication skills appropriate for the specific work setting
- Develops awareness of and manages own personal biases and triggers when dealing with participant, as required for their specific worksite
- Relates to clients via his/her shared lived experience, despite the differences that may exist between them

Core Competencies - Strengths

Core Competencies - Opportunities for Growth

Areas for Growth/Action Plan: Core Competencies

Challenge	SMART Goal	Progress (noted at next meeting)
Peer Worker rarely asks for assistance or support from other team members when managing challenging clients or situations.	In the next two months, the peer worker will create an agenda for each weekly supervision meeting that includes a discussion of at least two challenging client situations from the last week, to be discussed in supervision.	

Section 3: Specialized Competencies

In this section, the supervisor rates the Peer/Consumer Worker on 25 track-specific, or specialized competencies (HIV, Harm Reduction, Hepatitis C, or PrEP). The Peer/Consumer Worker must demonstrate these competencies as part of their job duties. If the Peer/Consumer Worker is pursuing certification in more than one track, they must be rated in 25 competencies **per track**.

Tips for Choosing Specialized Competencies:

1. **Discuss and choose competencies with your Peer Worker.** This will ensure that they know what is expected of them and allow them to have a voice in the process.
2. **Start with the Peer Worker's job description.** Which competencies are part of their role?
3. **Choose additional competencies over time.** Consider choosing competencies over a period of 6-8 months or longer. This will allow the Peer worker to ensure they have the competencies most directly related to their work, think about skills and knowledge they wish to gain, and it will allow you to identify their strengths. The competencies you choose to rate the peer on can be adjusted over time, as long as the total competencies on the evaluation is 25 competencies per track.
4. **What competencies or skills would you like to see the Peer Worker develop?** What additional responsibilities might they be able to take on that would benefit your program, clients, and/or agency?
5. **What competencies or skills would the Peer Worker like to gain?** What are their professional goals? Are there competencies they could work on that would help them achieve those goals? As their supervisor, you can support them in attaining those goals while stipulating that they master certain competencies before they focus on these stretch goals. Remember that the must have an opportunity to demonstrate all rated competencies through their work, so their job duties may need to be expanded or adjusted, and they may need coaching or other support from you or other members of the team to master these competencies.

Specialized Competencies - Strengths

Specialized Competencies - Opportunities for Growth

Areas for Growth/Action Plan: Specialized Competencies

Challenge	SMART Goal	Progress (noted at next meeting)
Peer will join the HIV testing team in September, in addition to their previous role in navigation.	Peer will attend training on HIV testing (including confidentiality practices and informed consent) for non-clinicians in July. In late July and August, supervisor and Testing Coordinator will support Peer in preparing to administer tests, deliver positive and negative results, and link clients to internal and external referrals through weekly roleplays and discussions, as well as weekly supportive supervision.	

Areas for Growth/Action Plan: Specialized Competencies (continued)

Challenge	SMART Goal	Progress (noted at next meeting)