

Journal Reflection #6- Field Supervision

Upon reading page 148 “Developing Appropriate Expectations of Yourself and Your clients” when setting the tone with clients during initial visits I discussed with clients what the program is about and what is expected of the client. (Example: Our preventive catchment it is required to do two home visits per month and two video calls per month as well as a collateral contact each month for all the clients). When setting the tone with clients it is important to tell the clients about agency guidelines and what is expected from them so there is transparency. Also let the client know what are your office hours are and establish to them when the sessions/home visits will be scheduled. If there is a need for change of schedule and offer flexibility depending on the severity of the case. I think it is very important to let clients know that in event worker is not available they can have other resources available to them. For example: safe horizon number, 311,911,988, NYC WELL) in the event of emergency they can use that to speak to a person in the meantime. The skills used in setting the tone are active listening, organization, and communication. The communication allows for effective case planning. These methods are effective with my cases because the clients know that my goal is to link them to resources the moment they sign up for services and use an SBC model to ensure the family has measurable goals in the future to prevent them from going back into the child welfare system.