Pip Weitz's Online Supervision Groups

The Practical Arrangements for the Online Supervision Agreement

This document is designed to let you know a bit about me, Pip Weitz, and how I work as an online supervisor, as well as to ensure you understand our professional relationship and how I work within my online supervision groups. Although providing this document is part of an ethical obligation to my profession, more importantly, it is part of my commitment to you as part of your supervision experience. Once you have read this agreement please let me know if there is anything that doesn't make sense or with which you are uncomfortable.

You can read more about me at https://www.pwtraining.com/short-biography-qualifications/

Joining the Group, Group composition and Commitment to the Group

There will be a maximum of 6 supervisees in the group, with each member giving a minimum commitment of three months for the stability of the group, and when you are leaving the group I would request two months' notice.

You will be taking part in a group, which is different to individual supervision, and continuity is important.

To join a group please complete the Application Form which is included within this document AND is also available separately as a Word document. As group numbers are limited selection will be primarily by order of application, though there may occasionally be a reason not to accept you for a group, for example if there might be a dual role conflict of interests.

Length of Sessions, Meeting Days

I will be running two groups, one on a Friday morning from 09.00am – 10.30am*, and a second on Tuesdays from 18.00 – 19.30*. Our sessions will be 90 minutes long and we will meet on the first Tuesday and first Friday of each month. It will be possible to change between the groups if there is a space, but only as a permanent change.

* These are currently provisional timings, I will send out a SurveyMonkey over the next few days (this has been written on 31st August 2017) to all participants with a few choices and will select the choice that suits the majority.

The technology we will use

We will use Zoom for our group supervision sessions. As a backup we will use Signal which is an app similar to Whatsapp but far more secure and compliance for the various data protection regulations.

ACADEMY FOR ONLINE COUNSELLING & PSYCHOTHERAPY

83 Downsway, Southwick West Sussex BN42 4WE

Please download the following software to your iPad and / or computer:
Zoom: https://zoom.us/
Signal Android: https://play.google.com/store/apps/details?id=org.thoughtcrime.securesms&hl=en_GB
Signal Apple: https://itunes.apple.com/gb/app/signal-private-messenger/id874139669?mt=8

Technical Problems

During a session, in the event that we have technical problems and are unable to re-connect within ten minutes then we will re-arrange the session by mutual agreement.

It's also important to have a Plan B. I use Signal and request you download Signal onto your mobile and enter my mobile number 07880 501 116 (UK number). If we have a problem with the usual method of therapy we'll move over to this as an emergency.

Fees

I will invoice you each month on the 1st of the month. The fee for each session will be £30, which will be 90 minutes.

I ask that this is paid in one of the following ways and paid prior to the session:

PAYMENT DETAILS: UK PAYMENTS in STERLING
1) By BACS transfer to:

Lloyds Bank, 83 High Street, Walton-on-Thames, Surrey KT12 1DU UK
Bank sort code: **30-19-22**   Account Number: **00685313**   Account Name: **PWT** Swift Code: **LOYDGB2L**
IBAN No: **GB44LOYD30192200685313**
Please include the invoice number as the reference on the bank transfer.

2) By cheque:
Please make your cheques payable to "**PWT**" and send it to the address at the top of the invoice.

OVERSEAS PAYMENTS in EUROS
All foreign currency payments are received via Moneycorp. Please ask PWT for their Moneycorp account details.

Cancellations

Once you have committed to the group you will need to pay each month for the first three months, regardless. After three months, occasionally you will need to cancel, but in all cases I need at least 48 hours' notice for a cancellation please.

If you miss two meetings in a row without explanation I will consider you to have left the group and if you wish to return to the group you'll need to wait for a vacancy. Obviously there are occasionally extenuating circumstances.

What the ethical frameworks say about online supervision

You have opted for online supervision, and I think it's important to enshrine what we do within the ethical frameworks and best advice currently available. Neither BACP nor ACTO currently insist that you have a trained online supervisor but suggest that your supervisor is experienced and that some of your current supervision is done through similar technology to that used for working with clients:

BACP Working Online Guideline 047, states:

> *Point 3 "It is considered good practice to receive at least some supervision online through similar technology to that used for working with clients ..."*
> *(Bond, 2016 BACP online guideline)*

ACTO Code of Ethics:
> *"Members should be aware of and work within their limitations and competence; seeking regular supervision preferably from an experienced online supervisor; and be willing to undertake continuing professional development."*

References: ACTO Professional Conduct & Code of Ethics. https://acto-org.uk/professional-conduct-code-ethics/

Bond, T. (2015b). *Working Online. Good Practice in Action 047. Ethical Framework for the Counselling Professions Supplementary Guidance*. Lutterworth: British Association for Counselling & Psychotherapy.

I agree that it's important that your supervisor is experienced, but I believe that training in online supervision is important, too. Hence, I have a Diploma in Online Therapeutic Counselling Supervision.

I am a Registered Member of the British Association for Counselling and Psychotherapy, and work to their Ethical Framework: http://www.bacp.co.uk/ethical_framework/ and http://www.itsgoodtotalk.org.uk/assets/docs/Ethical-Framework-for-the-Counselling-Professions_1467383453.pdf as well as adhering to the various supervision and working online guidelines set out by the BACP.

I also adhere to the BACP Supplementary Guidance re Working Online:
www.bacp.co.uk/ethical_framework/documents/GPiA047.pdf.
and I am a Professional Member of ACTO, the Association for Counselling and Therapy Online. www.ACTO-org.uk.

Confidentiality

Confidentiality is implemented in two ways within our online supervision group. First of all I will keep everything you say confidential. What you share with me I treat as confidential. Confidentiality includes my supervisor. Equally, as a member of one of my online supervision groups you agree to treat as confidential any client material or supervisee material that other group supervisees share.

Secondly the IT software and platforms we use must comply with the requirements of UK's Information Commissioner's Office and the recent European General Data Protection Regulation. In addition I adhere to the Caldicott Principles which form part of the NHS confidentiality code of practice.

There are a few reasons why I may need to break confidentiality:

1. All supervisors in the UK are in regular supervision of supervision, where we discuss our work to ensure we are working in the most effective way for our supervisees. I will do this in an anonymous way. If you would like details of my supervisor I am happy to supply these.
2. If I believe you are at risk, or putting others at risk, I might need to break confidentiality. Some UK laws in some circumstances require me to break confidentiality, such as the Terrorism Act, The Children Act, Proceeds of Crime, and Road Traffic Act.

In most cases I would try to discuss this with you or at the very least notify you of this first, although there are occasionally legal reasons why this might not be possible.

If you email me (info@PWTAcademy.online) with any confidential information I would request that you either use a password protected file or https://wetransfer.com/ so we can be sure of our exchanges are confidential. Please ensure you are in a private space with no external noise and that anyone else in the building / area of the building understands that you will need privacy for the duration of the supervision session. If you work for an organisation please ensure that you cannot been seen or heard during the session and that there is no external noise from colleagues etc that might interfere with the group session.

My computer is password protected and is not used by anyone else. Apart from minimum contact details (which do not include full names for any clients) I keep nothing on my computer. Everything is stored on a removable password protected and encrypted hard drive. I will ensure that my screen is not visible to anyone else. I would recommend that you do the same, for example that it is not visible through a window. In addition any lists of clients, students and supervisees that I or my company hold are password protected on this removal hard drive.

Within the new GDPR regulations I and my company are required to demonstrate how we protect your privacy. This section demonstrates this.

ICO, DPA and GDPR References:
Self-assessment: *https://ico.org.uk/for-organisations/register/self-assessment/*
Data Protection Act: https://ico.org.uk/for-organisations/guide-to-data-protection/
GDPR: https://ico.org.uk/for-organisations/resources-and-support/data-protection-self-assessment/getting-ready-for-the-gdpr/
GDPR: https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/

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APPLICATION FORM AND AGREEMENT

Please complete and sign below to confirm that you agree to work together as set in The Practical Arrangements for the Online Supervision Agreement.

Your Full Name:

Address:

Jurisdiction you work in:

Telephone number (including country code):

Next of kin (only for emergency):

Next of kin contact number (including country code):

I confirm that I have read The Practical Arrangements for the Online Supervision Agreement and agree with the Terms and Conditions set out within this document and agree to abide by this agreement.

Signed:

Date:

Choice of days: (times will be confirmed on surveymonkey)

1st Friday of the month morning   POSSIBLE / NOT POSSIBLE (Delete as appropriate)

1st Tuesday of the month afternoon   POSSIBLE / NOT POSSIBLE (Delete as appropriate)
.
1st Tuesday of the month evening   POSSIBLE / NOT POSSIBLE (Delete as appropriate)

A position paper: understanding how I work

I base my online supervision delivery on the Inskipp and Proctor's[i] model. They identify three main processes, the formative / educative; the restorative / supportive, and normative / managerial.

> **Technology Process**
> Risk management and assessment
> Data Protection Act (1998) and the EU GDPR compliance
> The session format: video, email, live chat
> The role and use of social media
>
> **Relational Process**
> The unsaid & unseen
> The role of the body
> Transference & countertransference
> Reading between the lines
> The therapeutic encounter

Whilst they developed this model for face to face work, their model works well in online supervision. However I have added two further processes to create a more complete description of online supervision:

- The digital and cyberspace aspects of working online within the format of the supervisory relationship.

- The relational aspects, I have come to realise that adding the relational aspects is critical to success for this online relationship.

These two additional processes are summarised in Figure 1, though these are illustrative rather than a final and complete list.

Figure 1 Digital, IT and Cyberspace issues to consider

Digital might include technology needs, specific risk management and assessment; ensuring DPA compliance, would fit usually within the formative and normative, whilst the relationship online including the unsaid and unseen (a different version of reading between the lines) underpins all three processes and without which neither the normative, restorative nor formative could flourish. We need to think closely about the role and use of social media, both as professionals for marketing purposes and in relation to client work. In online supervision we ensure that supervisees are fully informed of the latest technology and all the aspects that could impact on the therapeutic relational.

Figure 2 The five processes in online supervision

Relational psychotherapy views the therapeutic relationship as central to psychotherapy and "uses the therapeutic relationship in order to become conscious of interpersonal dynamics between their clients and themselves to better enable the understanding of the client's relational style." (The Relational School). This is integral to my supervisory and therapeutic work. In online supervision it's important for us to respect the tradition of each supervisee and their model for working therapeutically, as relational aspects will be more important in certain modalities.

The **Formative/Educative** process in supervision is about developing the skills, understanding and abilities of the supervisee. This is done through reflection on and exploration of the supervisee's work with clients. In this exploration the supervisee may be helped by the supervisor to:
- Understand the client better.
- Become more aware of their own reactions and responses to the client.

- Understand the dynamics of how they and the client are interacting.
- Look at how they intervened and the consequences of their intervention.
- Explore other ways of working with this and other similar situations.

The aim of this process in supervision is to assist the supervisee's learning and development. It is important to demonstrate sensitivity to a counsellor's theoretical base.

The Supportive/Restorative function of supervision is a way of responding to supervisees who have themselves become affected by the distress, pain and fragmentation of the clients.

This function may help the supervisee to reflect on:
- Over-identification with the client's material.
- Re-stimulation of supervisee's own experiences.
- Transference and counter-transference processes.
- The possible need for a counsellor to take an issue to their own therapy for further exploration.

All supervisory relationships are enhanced by offering support and a place where supervisees can bring difficult issues and feel safe. Emotional effects of working with clients can create intense feelings, especially if the client is in distress. Additionally there may be emotional effects of working with clients, working in paired supervision, the relationship with the supervisor and the combined effects of the counsellor's work, training, home life, and own process.

The **Managerial / Normative** aspect of supervision provides the quality control function of the work with clients and derives from the supervisor's managerial and ethical responsibilities to ensure the client's welfare.

This means ensuring that the mission is fulfilled in relation to the supervisee's direct work with the client s/he sees in the therapy room/online. As such, the supervisor:
- Takes responsibility for the supervisee's casework.
- Ensures the supervisee complies with the procedures & policies of any organisational setting
- Ensures that the supervisee works according to the code of practice and ethics of professional body (i.e. those of BACP or ACTO).

References

Proctor, B., (2000). Group supervision: a guide to creative practice. London: Sage.
The Relational School. http://www.therelationalschool.co.uk/ [Last accessed 30th August 2017].