Consumer Perspective Supervision – Plain Language Explainer

This document is an introduction to understanding Consumer Perspective Supervision.

You can use this document to

- Help explain Consumer Perspective Supervision
- Use alongside other documents to support understanding

You can adapt this document to help explain your way of doing Consumer Perspective Supervision.

You should credit Ash Hem if you adapt this document.

Credit can look like writing a sentence that says the document is adapted from the original by Ash Hem.

The explainer starts on the next page.

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Consumer Perspective Supervision

This document is about **Consumer Perspective Supervision**.

It will explain what is:

- A Consumer Perspective role
- Supervision
- Consumer Perspective Supervision

You can:

- Read the whole document or some parts of it
- Have someone help you read this document

Words in this document that are **blue** are words that will be explained more.

You can contact NAME if you need help with this document by:

- Phone call to XXXX XXX XXX
- Text message to XXXX XXX XXX
- Emailing XXX@XXX.com

What is a Consumer Perspective role?

A Consumer Perspective role is a type of work role

Consumer Perspective roles are done by people who have experience as a user of a service, program or kind of work.

Consumer means you have used the service, program, or kind of work.

You use your experience as a consumer in your Consumer Perspective role work.

Some Consumer Perspective role names are:

- Peer support worker
- Peer advocate
- Consumer peer worker
- Consumer representative

What is supervision?

Supervision can mean different things in different workplaces.

Supervision is often a tool that helps a worker do their work.

Supervision can sometimes include:

- Talking to someone about your work and things that affect it
- Reflecting on your experiences at work
- Help to support or improve your work

Some kinds of supervision are:

- Consumer Perspective Supervision
- Clinical Supervision
- Line Management Supervision

Different kinds of supervision do different things.

In supervision there is usually a **supervisor** and a **supervisee**

- A **supervisor** is the person who provides supervision.
- A **supervisee** is the person who receives supervision.

What is Consumer Perspective Supervision?

Consumer Perspective Supervision is a kind of supervision.

Consumer Perspective Supervision is:

- About Consumer Perspective work and values
- With a supervisor who has done Consumer Perspective work
- Done with a supervisee in a Consumer Perspective role
- Something that can help people in a Consumer Perspective role
- Something that should be offered to all people in a Consumer Perspective role
- A sharing and shared experience
- Something that can be separate to your workplace
- Confidential which means it is in a private space or situation

Consumer Perspective Supervision is not:

- Line management or clinical supervision
- Peer supervision that is workers just sharing experiences
- Mentoring, advocacy or telling someone what to do
- Therapy or counselling

Consumer Perspective Supervision follows 9 values.

These values help us make sure Consumer Perspective Supervision is doing what it should be doing.

Both the supervisor and supervisee should follow these values.

These values are:

- **Self-determination**
- **Connection**
- **Mutuality**
- **Lived experience as expertise**
- **Responsibility**
- **Authenticity**
- **Transparency**
- **Hope**
- **Curiosity**

Self-determination means:

- Being allowed to have a choice
- Noticing power
- Checking your power
- Being respectful
- Being treated as your own person

Connection means:

- Sharing a common experience
- Feeling like you can share with someone
- Building trust with someone
- Learning with someone

Mutuality means:

- Connecting together
- Learning together
- Being challenged together
- Working on skills together
- Noticing your assumptions and personal experiences

Lived experience as expertise means:

- Your experiences in life are important
- Your experiences are as important as other kinds of expertise

Other kinds of expertise might be things like learned information in a school course.

Responsibility means:

- You are in charge of yourself and what you do
- You are not in charge of anyone else and what they do
- Everyone should be part of the relationship
- Everyone accepts each other's needs

Authenticity means:

- What you say is true or honest
- You bring your human experience

Transparency means:

- Sharing in a way that helps to connect and make decisions
- Sharing without pretending something is different

Hope means:

- Trying to see good things from each other
- Trying to understand good things from each other

Curiosity means:

- Being open to new or different things
- Being interested in new or different things
- Not making guesses about someone else's experience
- Asking questions to learn instead of making guesses

When you do Consumer Perspective Supervision you can use these values to help you work out how you want to do it.

Consumer Perspective Supervision can happen in different ways but it should always include the 9 values.

In Consumer Perspective Supervision the supervisee and supervisor should feel:

- Safe and able to communicate with each other
- Like they have a choice in how supervision happens
- That what is said in supervision stays between the supervisee and supervisor

You might feel or need other things in supervision.

Feelings and needs can be shared between supervisor and supervisee about supervision to help make it feel right and useful.

Both the supervisor and supervisee could share that:

- You need to do supervision differently
- You feel good about something
- You feel wrong about something
- You don’t know something
- You need something else

It is important to make Consumer Perspective Supervision feel right so that you can use it properly.

You might use Consumer Perspective Supervision to:

- Share good or hard things about your work
- Learn about things relating to your role
- Explore different experiences or ways of doing things
- Do something else relating to your Consumer Perspective role