

NSL Supervisor development pathway

Role introduction meeting

This short meeting will be held for all operators who are interested in undertaking the NSL Supervisor role. During the meeting facilitator will set expectations for the role by introducing role description and learning pathway. Operators will have a chance to ask any questions about the role. After the meeting all participants will be provided with a link to the Expression of Interest form.

Expression of interest form

The form is issued after the introduction meeting. These will be reviewed by NSL Staff team and individual conversations will be held with the potential candidates.

Supervisor workshop

This will be a two-hour long workshop for candidates for the role (ideally) facilitated by the existing NSL Supervisors and supported by NSL Staff Team.

Subjects covered:

- Supporting operators
- Time management
- Common issues with Dynamics
- Briefings and debriefings

Mandatory reading

The next step for the participants is to go over below materials and e-learning modules in their own time and pace.

Safeguarding core training – available in the Learning Platform (if not completed already)

[Voicemails process](#)

[NSL Safeguarding process](#)

[NSL Refugee Services process](#)

[Mitel Supervisor dashboard guidance](#)

Mitel troubleshooting guidance (in progress)

Shadowing shifts

Participants will be scheduled to shadow min. two shifts with an existing supervisor. For better learning experience, each shift should be with a different supervisor.

First shadowing shift:

- Observing and making notes during briefings, debriefings and conversations with individual operators.
Note for supervisors: please allow the learner to participate in as many conversations as possible. You can do it by asking them to stay on zoom when briefing or debriefing individual operators or allow them to hear phone conversations by putting your phone on speaker (if appropriate) while being on zoom with the learner.
- Observing how the supervisor manages various tasks and challenges, uses different systems throughout the shift.
- Gathering tips and advice on different elements of the role.
- If confident, undertake some tasks, like managing voicemails, managing WhatsApp communications.

Second shadowing shift

- Continue observing all the elements as on the first shift.
- If confident, undertake tasks under the supervision of the mentoring supervisor.
- *Note for supervisors:* please provide honest feedback to the learner after tasks they undertake, and overall feedback after the shift.

Upon the completion of two shadowing shifts, the learner will speak to their coordinator if they feel they would like to shadow more shifts or if they are ready to move on to the next stage.

Second workshop

An hour-long workshop will be a simulation of the shift. The participants will be presented with several scenarios that they will be asked to deal with.

First shift

Before running first shift on their own, learners will attend a one-to-one mentoring session with their coordinators. This session will allow them to explore if they feel prepared for the task and if there is any more support needed.

After the first shift, coordinators arrange a post-shift one-to-one to check in with the learner. This will be an opportunity to find out if further development is needed and evaluate the training pathway.