**Supervisors FGD**

*Depending on the amount of participants, the FGD should take approximately 90 minutes in order to allow time for sufficient discussion.*

*Before starting the FGD: introduce the purpose of the FGD, how the information will be used, how confidentiality will be ensured, and check if the participants are willing to proceed.*

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| **Target:**  Caseworkers | | **Format:**  FGD |
|  | To begin, I’d like to get to know a bit more about each of you. Can you please introduce yourselves by name, role and how long you have been in this position? Also, it would be helpful if you can mention how many caseworkers you are supervising. | |
|  | What are the main protection issues in your context based on your experience as a case management supervisor? | |
|  | What is the role you play as a supervisor in the case management process / system?   * Supervision and coaching activities * How often * Do you perform any other functions / have other responsibilities? | |
|  | How prepared do you feel for your role? Did you work as a caseworker before becoming a supervisor? What training have you been given? Are there areas of training you think you need? | |
|  | If you would come across any challenges regarding case management supervision, where would you seek guidance? | |
|  | What are some of the main challenges you face in your work?   * Identification of cases / access to and for cases * Gatekeeping / caseloads * Prioritisation of cases * Availability of services / referral pathways * Capacity of the workforce / capacity building, supervision and coaching * Availability of financial / material / logistical resources * Working together / multi-agency working (including case conferences, BID panels) * Legal / policy framework * Standards and guidelines (implementation) * Documentation and record keeping * Information management and data protection * Information sharing and confidentiality * Monitoring, evaluation, accountability and learning (including feedback, complaints and response mechanisms) * Safety and security risks for caseworkers | |
|  | What recommendations do you have for improving the situation / addressing challenges? | |