



Social Media in Supervision

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What is Social Media?

- Also called “Web 2.0”, this term refers to activities that integrates technology, social interaction, networking, information sharing and content creation through the use of various online tools or sites such as Facebook, Google+, Twitter, LinkedIn, MySpace, Skype, YouTube, and other interactive sites such as photo Libraries (Flickr) and virtual worlds (Second Life).

Use of Social Media in VR

- Percentage using social media: 67%
- Most frequently used: Facebook, LinkedIn, YouTube.
- Uses: Networking; JDP; information sharing

Research Question

- What are the main aspects to consider when supervising professionals using SM as part of their rehabilitation counseling work?

Delphi Study

- First round: Open Survey
- Second round: Ranking of themes
- Third Round: Feedback on ranking
- Fourth: Final themes in ranking of importance

Participants

- ◉ Doctoral level RC professionals with social media, technology and ethics as research agenda
- ◉ Four experts: All faculty at different Universities with extensive publications/presentations on these topics.

Results first round

- 1) Accessibility
 - Realize that the digital divide remains an issue and thus rehabilitation counselors need to ensure access and accessibility
- 2) Clinical Aspects
 - Discuss the impact of the online environment on the case conceptualization process
 - Demonstrate how basic counseling skills are being employed within the social media environment
 - Demonstrate how evaluation of the client is occurring within the social media environment
- 3) Counseling Relationship
 - Recognize and maintain appropriate professional relationship boundaries in social media environments

Results first round

- 4) Crisis Management
 - Address client emergencies that may be disclosed in the social media environment
- 5) Employment
 - (Discuss) employer practices relative to hiring selection and social media
- 6) Ethics
 - Know the related ethical standards found in the current ACA 2015 Code of Ethics
 - Have knowledge of the 2014 ACA Code of Ethics guidelines related to social media

Results first round

- 7) Evaluation
 - What evidence-base is there for social media practice
 - Establish a process whereby social media based work is observed and evaluated
- 8) Law
 - Be aware of relevant laws related to social media use
- 9) Professionalism
 - Realize that ‘searching’ for client information on social media is a violation to client privacy and it should never be done without client permission
 - Working with other professionals with whom the client may be working in their own community

Results first round

- 10) Security
 - Understand the latest encryption software and know how to use it
- 11) Special Populations
 - (Understanding) special Populations (adolescents, Deaf, etc.) and technology use patterns
- 12) Training/Competence
 - Have competency in using technologies

Discussion

- Summary of results
- Limitations
- Development of an SM supervision model
- Future research