

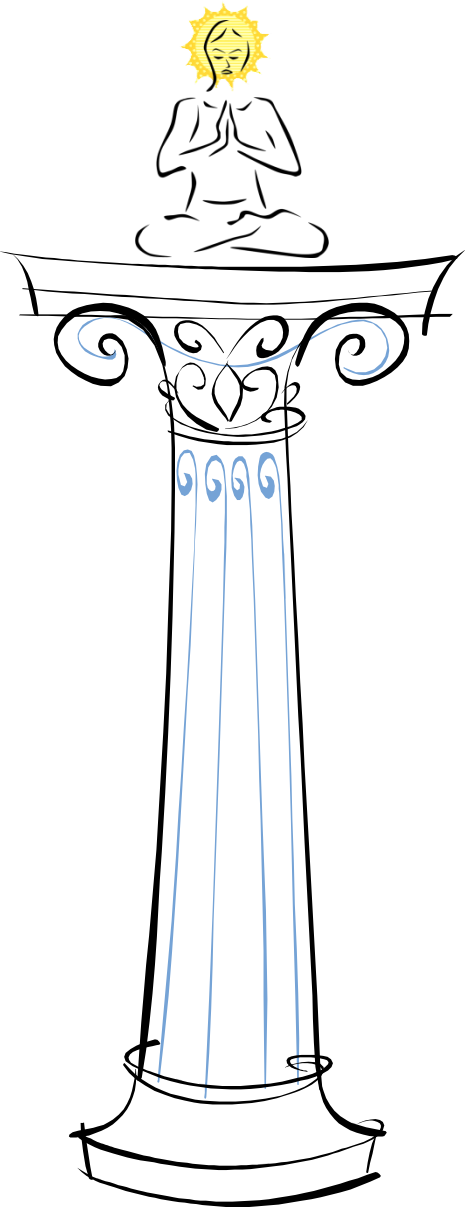
Pillars of Peer Support

Two classical columns with fluted shafts and ornate capitals, one on the left and one on the right, flanking the central text.

Supervision: **Knowledge, Focus, and Approach**

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October 7, 2014

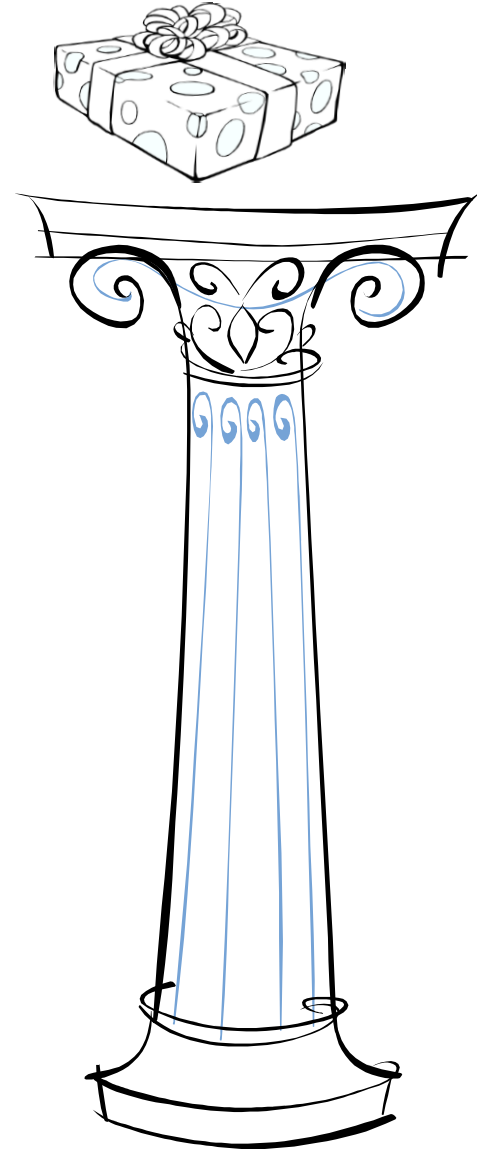
The Supervisor



- Guide
- Listener
- Respectful
- Partner

The Peer Specialist

- A unique role
- Inherent gifts
- Demonstrated effectiveness

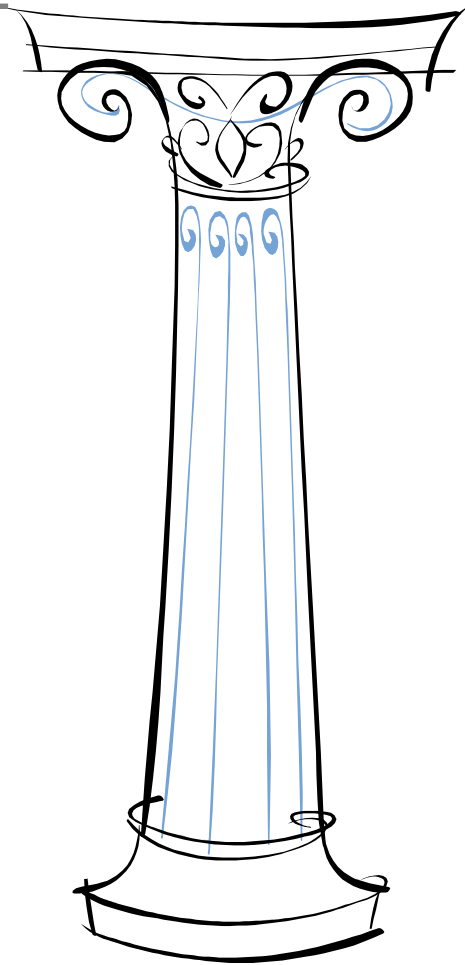
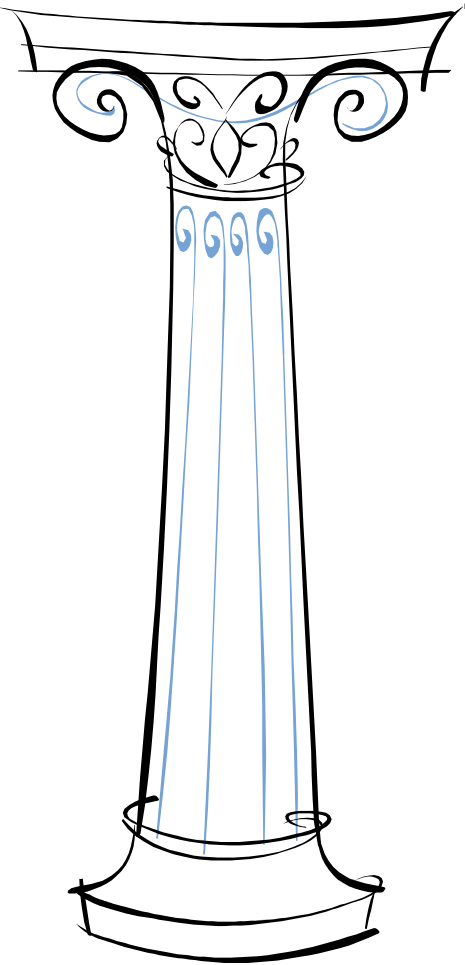




Supervisor



Peer Specialist



Two Roles

- **Administrative supervision**
 - organizational efficiency
- **Consultative supervision**
 - professional development of supervisee
- Two roles: complementary & contradictory

Supervisees often benefit from having separate supervisors for these roles

Supervising Peer Specialists

- Must be familiar with unique job role
 - Ideally, each peer specialist will have a reflective, consultative supervisor **with experience** working as a peer specialist
 - *Someone learning a discipline or role benefits from a mentor trained and experienced in that role*
- Peer specialists: “in but not of the system”
 - This role can create job strain
 - Important area to explore routinely in supervision

Peer Specialist Role

- In but not of the system
- Change Agent
 - Help create the culture and climate to empower peer specialist to be change agents
- Provision of 1:1 peer support



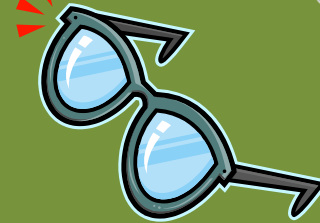
Lyn Legere, Transformation Center, Boston

The Peer Specialist Supervisor

Knowledge



Focus



Approach



The Peer Specialist Supervisor



of the reality, principles, and
philosophy of recovery

Recovery

Recovery is a process of change through which individuals improve their **health and wellness**, live a self directed life, and strive to reach their full potential

Four major dimensions that support a life in recovery

- *Health*
- *Home*
- *Purpose*
- *Community*



The Peer Specialist Supervisor



of principles and values of
Peer Support Services

Feature	Description
Definition	Delivered by a person in recovery. Offers social support before, during, and after treatment to facilitate long-term recovery in the community
Goals	Assist in developing coping and problem-solving strategies for illness self-management; draw on lived experiences and empathy to promote hope, insights, skills; help engage in treatment, access community supports, establish a satisfying life

Peer specialists

- Draw upon lived experiences to share empathy, insights, and skills
- Serve as role models
- Inculcate **hope, engage in services, and help access supports** in the community

Use of peers is supported by social modeling theory: others in similar circumstances might have an important influence

The Peer Specialist Supervisor



Peer Specialist Code of Ethics

Knowledge

- Recognize Peer Specialists as belong to a **profession** with its own code of ethics
- Appreciate similarities to and common foundations of other professional codes
- Fully understand the unique features of the CPS Code of Ethics
- Accept the importance of **mutuality**

The Peer Specialist Supervisor



a clear understanding of
the peer specialist's job
and service description

Role Clarity

- Develop a *clear job description*
 - Provide detailed information about job expectations and requirements
- Revisit the job description periodically
 - Ensure that it is up to date
 - Check that both parties are on the same page

The Peer Specialist Supervisor

keeps the focus of supervision on work performance

NOT

on the peer specialist's mental health issues



Supervision Agenda

- **Performance**
 - what is working well, time management
- **Education/Growth**
 - skill development, sharing/accessing resources
 - review of progress towards professional goals
- **Relationships with co-workers**
- **Management issues** (agency policies and procedures)
- **Personal Wellness** (strategies for work)
 - Strengths and how to improve

The Peer Specialist Supervisor

discusses and clarifies
job description, role, and
expectations

...NOT tells or
instructs



Supervisor needs to...

- Create a **supportive environment** where
 - The Peer Specialist is encouraged to learn, apply and grow
 - Support is offered to apply and refine skills
- Promote a **stimulating environment**
 - That involves *questioning*
 - And *reflective practice*

Supervisor Tasks

- Actively request feedback from Peer Specialist
- Give regular constructive feedback
 - Highlight strengths
- Help Peer Specialist to
 - Identify strengths
 - Address areas for growth
 - Set professional goals
 - Develop and refine skills and abilities

Supervisor Responsibilities

- Convey importance of peers to the agency
 - Ensure peer positions are permanent and independent of changing levels of funding
 - Advocate for compensation and evaluation: same performance standards as non-peer staff
 - Provide *opportunities for advancement*
- Work with HR
 - Establish practices that help peers participate in the workplace to the fullest extent possible

**Gates & Akabas (2007). Developing strategies to integrate peer providers into the staff of mental health agencies. Admin Policy in MH and MH Services Research, 34, 293-306. Quote is from p. 298)*

Transformation Efforts

- Orientation and training to all constituencies about the peer role
- Clear communication
 - The **value of peers**, reflected in a mission statement that supports recovery
 - Strong leadership in supporting the mission
 - Formalized opportunities to learn about principles, policies, and practices (e.g., mandatory NEO)

**Gates, L. B., & Akabas, S. H. (2007). Developing strategies to integrate peer providers into the staff of mental health agencies. Admin Policy in MH and MH Services Research, 34, 293-306. Quote is from p. 298)*

The Peer Specialist Supervisor

offers the opportunity to share preferences about what to do if mental health issues arise



Supervision Challenges

- Peer roles are still evolving
- New roles are required
 - advocate, protector, change agent
- Lack of training in supervision
- Resisting temptation and habit of a “clinical” perspective on employment issues



CREDITS

*Thanks for contributions to content
and presentation*

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Supervision

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