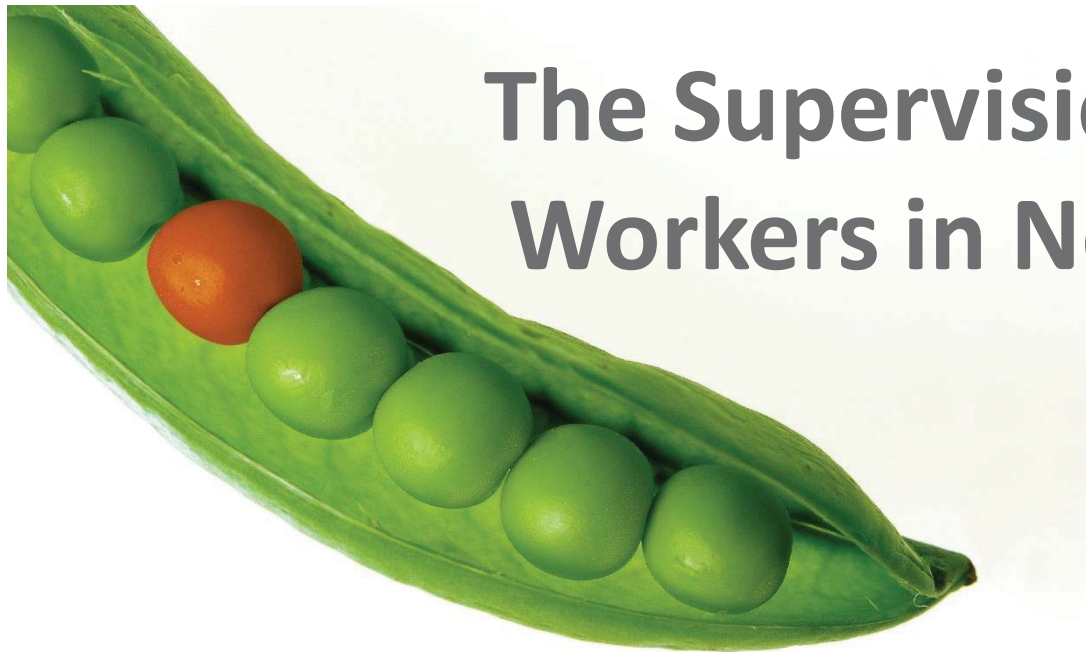




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The Supervision Needs of Peer Workers in Non-Peer Settings

Keely Phillips, Self Help
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Outline

- Context
- Supervision needs of peer workers
- On-going training needs of peer workers
- Models of supervision
- Essential elements of peer worker supervision



Context



Definitions

Peer Supervisor:
Someone who supervises a peer worker who has the experience of having been a peer worker themselves.

Non-Peer Supervisor: Someone who supervises a peer worker who has never been a peer worker / provided formalized peer support themselves.

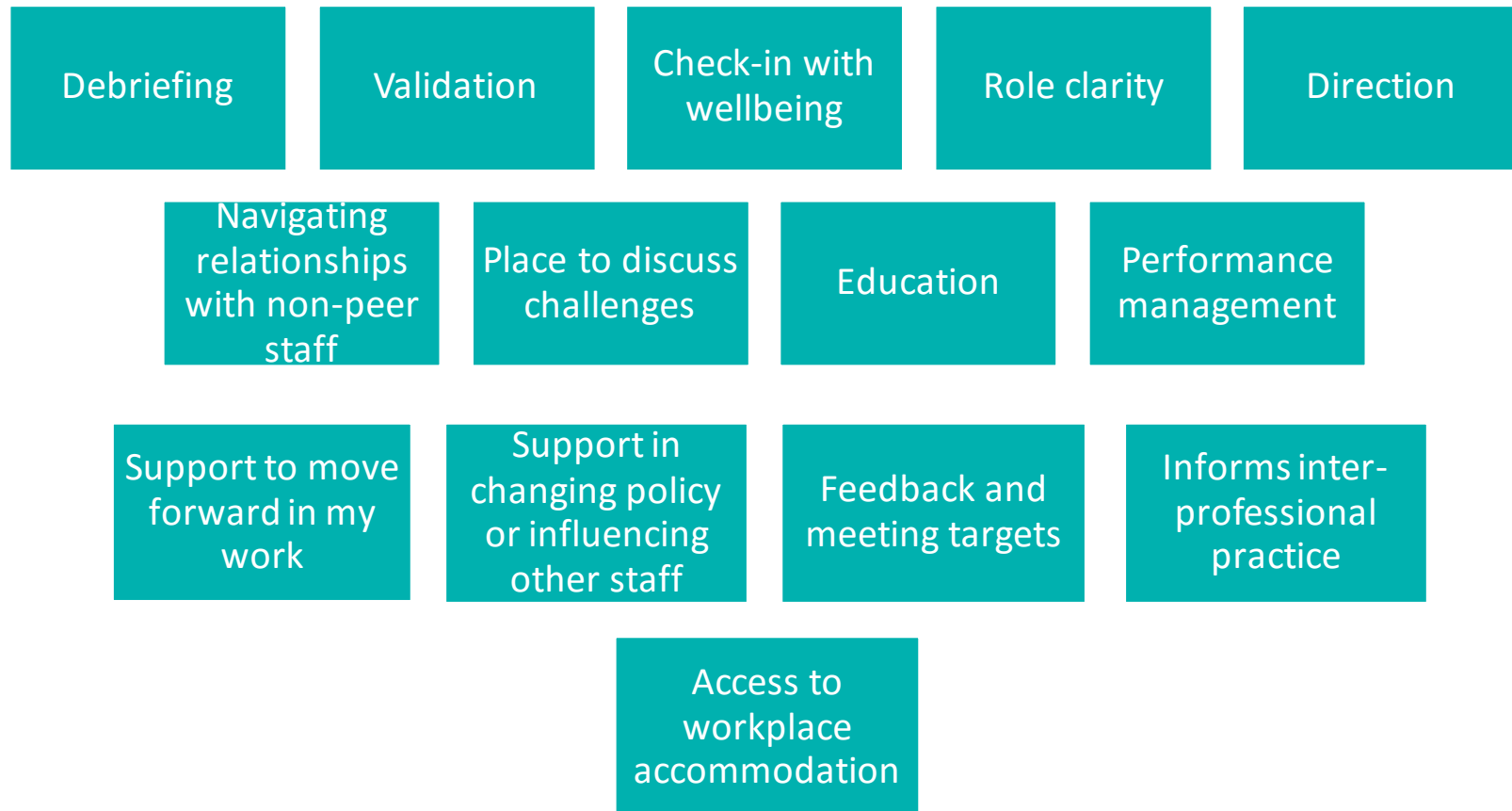
Non-peer services/ settings: Settings or services where people access mental health and addictions help or treatment and are not run by consumer-survivors.

The Value of Supervision

- Effective supervision is crucial to the support of peer role in a non-peer setting
- Supervision can minimize peer drift and prevent burnout
- Peer worker supervision provides space to reflect on professional practice and improves practice
- Many peer workers indicate that their supervisors often lack an understanding of peer support roles
- External supervision may be most effective in helping peers to reflect on their role

(Chinman, Hamilton, Butler, Knight, Murray, & Young, 2008; Daniel, Turner, Powell, & Fricks, 2015; Orwin, 2008; Swarbick & Nemec, 2010; Acker, 1999; Depression and Bipolar Support Alliance, 2010)

What Peer Workers Want From Non-Peer Supervisors



Needs of Peer Workers in Non-Peer Settings

Challenges with Non-Peer Supervision

Too focused on targets or numbers

Lack of understanding about the amount of work we do

When supervision goes from supportive to intrusive

Infrequent or rushed supervision

Lack of understanding about peer support work

Worrying about using lived experience in supervision

Supervisor desire to quantify the experience of peer support can dismiss the person's narrative

Peer Workers: The Role of Peer Supervision

How to be a better
peer worker

Personal wellness
and recovery

Role clarity

Problem solving

Work wellness
planning

How the peer
worker relates to
their knowledge
base



Literature:

Peer Support Specific Supervision

- Provides space for reflective practice
 - Esp. Around drawing from and communicating lived experience.
- Identifies areas for growth and setting professional goals
- Provides peer support specific information and insights
- Recognizes when drift or co-optation is occurring and helps peer worker to increase awareness and address it
- Recognizes and acts upon barriers the peer worker is facing
- Explores use of lived experience (esp. around stigmatized experiences)
- Discusses boundaries and dual relationships
- How to discuss workplace accommodations with their non-peer supervisor

(Tucker, Tiegreen, Toole, Banathy, Mulloy, & Swarbrick, 2013; Chinman, et al., 2008; Harrison, 2015; Culbreth & Borders, 1999).

On-Going Training and Development Needs of Peer Workers

Learning about
self-care

Getting and staying
grounded in peer
support theory and
practice

Direction and
learning on how to
do peer support

Building
institutional
memory of peer
practice

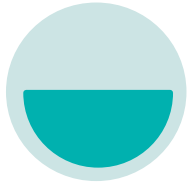
Learning from
other peers in
informal setting

“Book” learning /
educational
opportunities

Feeling validated
for personal
experiences

Needs of Peer Workers in Non-Peer Settings

Supervisory Roles



Non-Peer Supervisor/ Agency Supervisor

Responsible for peer workers
day-to-day direct practice

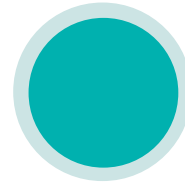
Sets the tone for how peer
work is valued on the team

Performance measurement

Not obligated to share
personal lived experience

Encourages peer to access
accommodations/ supports
when necessary

Champions peer support
work at a senior level



Peer Supervisor / Practice Mentor

How to make best use of
lived experience in
environment

How to navigate w/ co-
workers and make use of
lived experience with co-
workers

Practice lead: know and
understand the scope of peer
support practices,, guide and
coach, mentor

Advise the supervisor when
there is a disconnect

Uses lived experience

Reflective practice based

Words of Wisdom from Peer Workers to Their Supervisors

My story is a part of my work

Listen and be supportive of my needs

I can feel isolated as the single non-clinical voice at the table

It is appropriate and encouraged and valid for a peer to share experience and trust that I will do so intentionally

Welcoming a peer to the team can be challenging, know about the implementation issues for peer roles

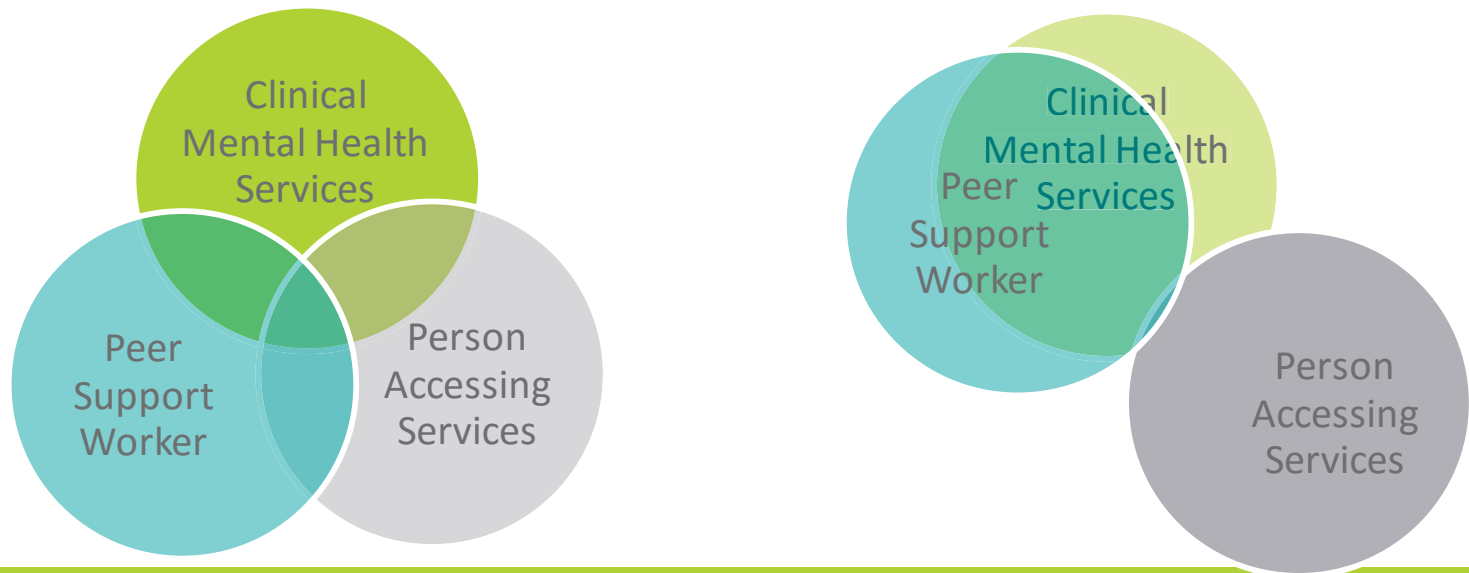
The core to peer worker effectiveness is my ability to share lived experience with the people accessing services

Learning is mutual



Peer Drift

The risk of peer staff losing the attributes of being a peer and adopting a clinical or non-peer approach to service delivery.



Models of Supervision

				
Solo Non-Peer <ul style="list-style-type: none">• Peer drift likely to occur• Few non-peer supervisors have the knowledge of how peer support is evolving to effectively provide all the support a peer worker needs• Conflicts with philosophy of peer support	Team Peer + Solo Non-Peer <ul style="list-style-type: none">• Drift less likely• BUT supervisor may not recognize drift until everyone is lost sea• May be inadequate if supervisor does not value the peer perspective	Solo Peer-Led <ul style="list-style-type: none">• Best for keeping peer grounded /avoiding drift• Can lead to role being isolated if only “different” one on the team	Shared Peer & Non-Peer <ul style="list-style-type: none">• Both supervisors have defined role / strong role clarity and good communication between supervisors• Difficult to do properly• Can lead to over-supervision	Peer Coaching / Mentoring + Non-Peer Supervision <ul style="list-style-type: none">• Peer mentor/coach keeps peer grounded and provides peer support modality specific helping and learning. N• on-peer supervisor manages performance• Allows for full integration to the team• Generally preferred model

• Requires role clarity

Essential Elements of Effective Peer Worker Supervision

- ✓ Reflective practice based
- ✓ Frequent
- ✓ Modality specific:
 - ✓ How are peer workers using their lived experience?
 - ✓ What issues around being “prosumer” are they experiencing?
 - ✓ How are they adhering to the values of peer support? Where are they being challenged in doing so?
 - ✓ Provides **guidance** on issues specific to peer work
- ✓ Goal is adherence to peer support values



Reflective Practice

Opportunity	Examples
Co-Learning	How the supervisor and peer can learn/explore together
Self-Reflection	What is my motivation? How is this impacting me? What are my boundaries? Am I grounded in Peer Support Philosophies?
Impact	What is the impact of these practice on the participants? What are the ethical considerations?
Scope of the Role	Is _____ within the scope of the peer role? Why or why not?

Peer Worker Supervision Needs by Setting

Peer-Led Setting

- Stigma from outside departments or agencies

Non-Peer Setting

- More intentional around grounding in peer support values
- More attention to team dynamics, agencies policies and culture

The Role of Peer-Led Initiatives

- Offering on-going training and education on emerging issues in the field
- Providing peer support specific supervision to other agencies peer workers
 - Engaging in shared supervision or providing coaching/mentoring to peer workers
- Developing local peer worker communities of practice
- Promoting better integration of peer roles into mainstream services



Tool-Kit for Supervising Peer Workers in Non-Peer Settings

- In development, goal of completion Spring 2018
- Focus is on better equipping non-peer supervisors with how to:
 - Support and supervise peers
 - Improving understanding of what peer support looks like in non-peer settings
 - Pay increased attention to role planning and implementation issues
 - Includes vignettes from peer workers on their experiences
- Completed workshop series on peer work in non-peer settings:
 - Understanding Peer Support
 - History of Peer Support
 - Planning and Implementing Peer Staff Roles
 - Supervising Peer Workers
- Also developing reflective practice toolkit for peer workers in all settings



Contact Information

Keely Phillips

Self Help Services, CMHA Waterloo Wellington

kphillips@self-help.ca

www.cmhawwselfhelp.ca

