

COMPETENCIES FOR PEER SUPPORT SUPERVISORS

2024 WI Peer Recovery Conference



Objectives

Participants will gain an understanding of:

- Identify the foundational knowledge required by Supervisors
- Gain an understanding of the Peer Support Supervisor core competencies developed by Robyn Priest Live Your Truth (RPLYT)
- Explore scenarios & how the competencies may be applied



Peer Worker survey results

What are your expectations of Peer Worker Supervision?

- To have someone that fully understands my role and can support me through any situation I be having regarding peers, coworkers, or any struggles I may be having in my own recovery due to the work I do.
- I expect guidance and support as I work with peers in the community.
- Being able to receive support and guidance from someone who has field experience working as a peer support specialist.

Peer Worker survey results

What are your expectations of Peer Worker Supervision?

- Recognize strengths and accomplishments, identify areas where we want to do better, different, more. Co-reflect on their possibilities, develop and maintain a supportive mutual relationship. Honor the times when my supervisor needs to tell me that I may not be following policy or need to make a change. Honesty. Servant Leadership. Support.
- Space to process difficult things, support with goal setting and planning, coaching as to job responsibilities and performance.

Supervisor/Leads surveys results

Before supervising or leading Peer Workers, were you oriented to the supervisory or lead roles, their values and competencies, the training Peer Workers receive, etc.? 50% yes

**How confident do you feel supervising or leading Workers, and why?
100% yes, because of experience**

Issues if we don't get it right

Inadequate resources

Inadequate training

Lack of clarity of role

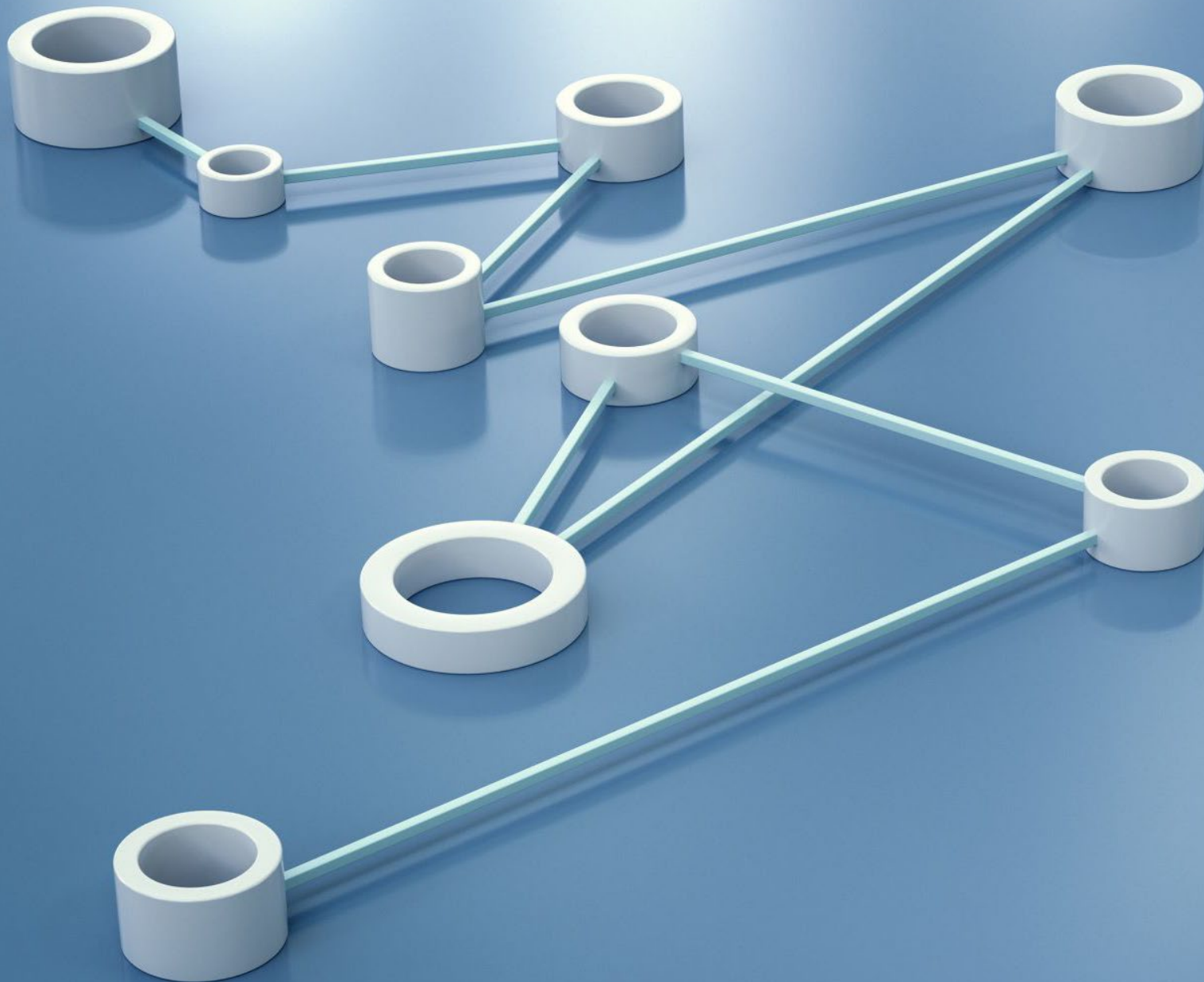
Inadequate compensation

Cooption

Peer drift

Isolation



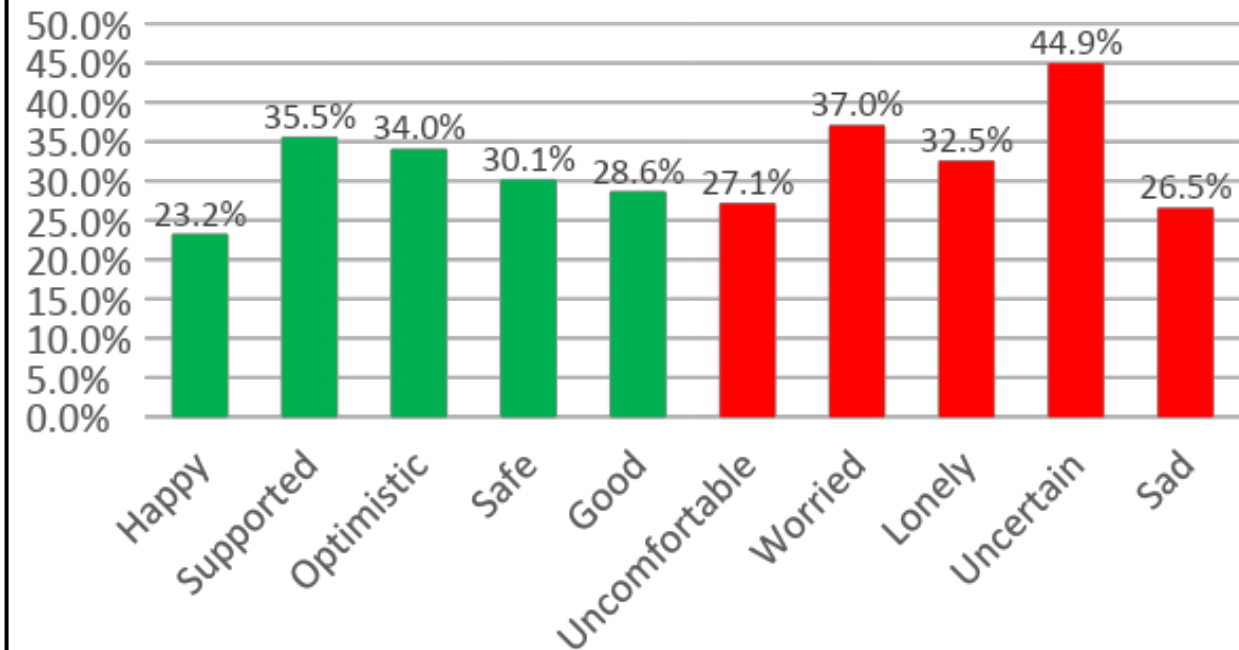


Foundational Knowledge

Quality Results

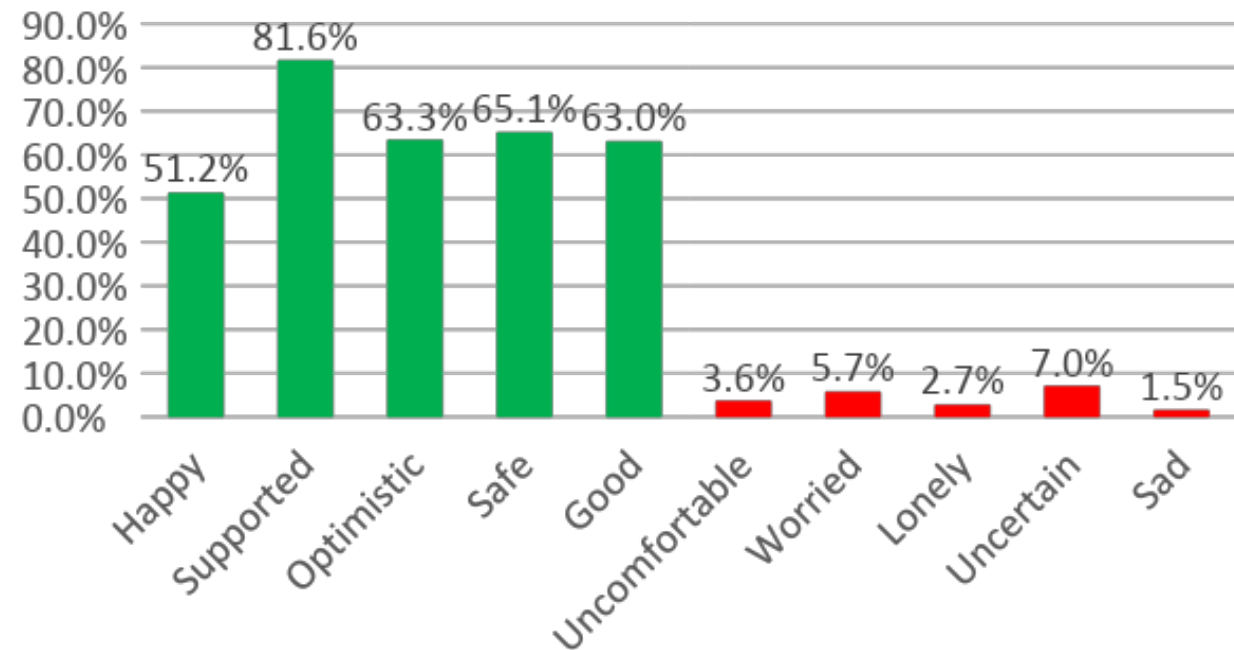
Words People Used to Describe Their Feelings about Services Prior to Receiving Peer Support

%



Words People Used to Describe Their Feelings about Their Meetings With Peer Support Staff

%



Peer Support Values - NAPS

Voluntary

Open-Minded

Respectful

Honest and Direct

Equality – Shared Power

Transparent

Hopeful

Empathetic

Facilitate Change

Mutual and Reciprocal

Strength-Based

Person driven



Core Values



Code of Ethics/Conduct



Supervision



Core Competencies
and
How Do We Supervise
to the Role?



The building blocks:

These are related to the Supervisor competencies

- Informative (or relationship building)
- Restorative (or supportive)
- Formative (or developmental)
- Narrative (or administrative)
- Mediative



Balancing act

Legislation

Policies and procedures

Ethics and boundaries

Peer values

Relationships

Characteristics of a Good Supervisor

(a good
supervisor is a
leader NOT a
“boss”)



Simple Starting Tips for Effective Supervision

Clarify and be clear about expectations

Know the peer support values inside out

Follow ethical guidelines

Use cultural awareness practices

Simple Starting Tips for Effective Supervision

Use trauma-informed principles

Use strength-based reflective practices

Support exploration of solutions

Provide feedback – positive and opportunities for growth

Simple Starting Tips for Effective Supervision

Work with each of the employees to establish agreed-upon learning/personal development goals related to his/her/their job

Work with your team to establish team-based goals

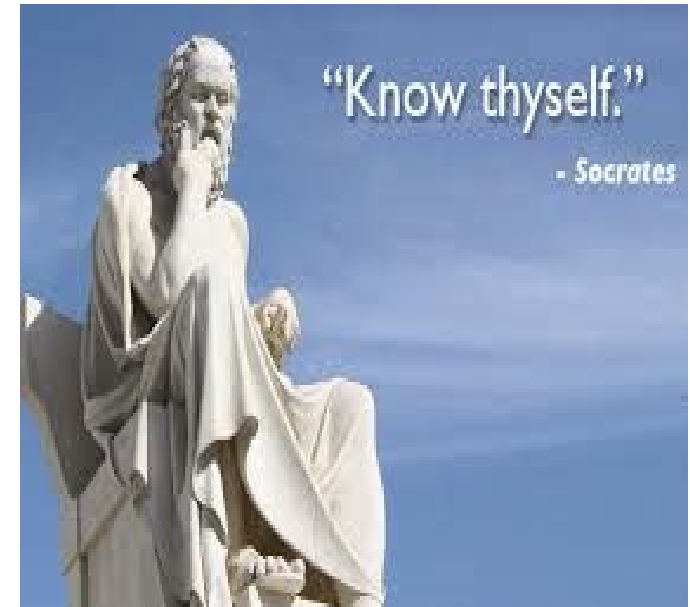
Be transparent about your own learning/personal development goals

Know yourself

Your biases

Your triggers

Your self care





Relationship building

Let's talk about power

Why are we talking about this?

How might it impact the relationships?

How do we mitigate against the fact you do have power?



Creating a “safe” space

I know how to do that



But do we really know
what it means for each of
our team?





Knowing your team

Is about combining knowledge related to:

Trauma informed practice

Cultural awareness

Team members' communication styles



BEING PASSIONATELY CURIOUS

Trauma informed principles & supervision



Cultural awareness & supervision

What do we mean by cultural awareness?



Simple questions to ask

What is your learning style?

What supervisor leadership style works best for you?

How do you prefer receiving feedback?

How do you prefer receiving praise or recognition?

What are some things your supervisor currently does, or doesn't do, that you would like to have, or not have?

Strength-based supervision

Valuing capacity, skills & knowledge

Supporting others to understand their strengths

Reframing negatives to strengths

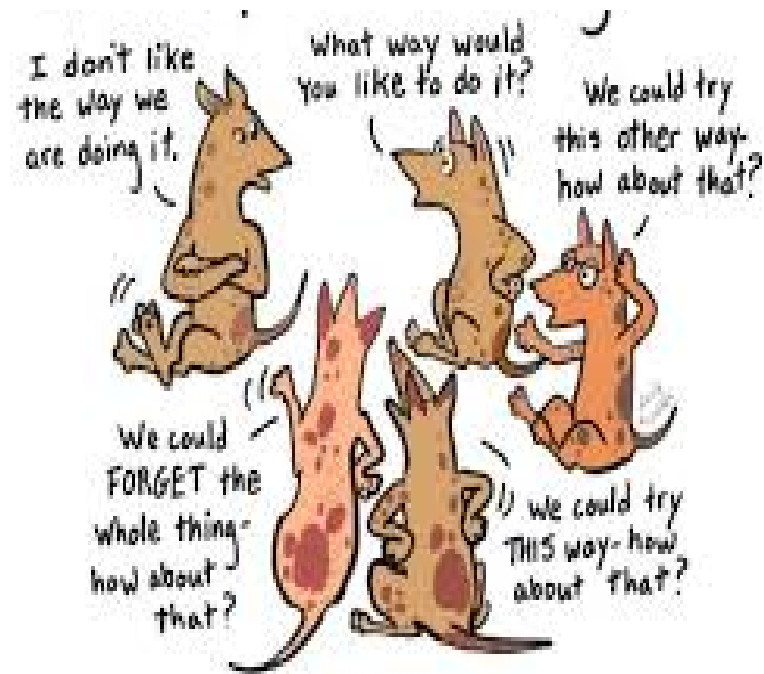
Plus



No one process fits all



Group versus Individual supervision





Challenges and
overcoming them
(being an effective
change agent)

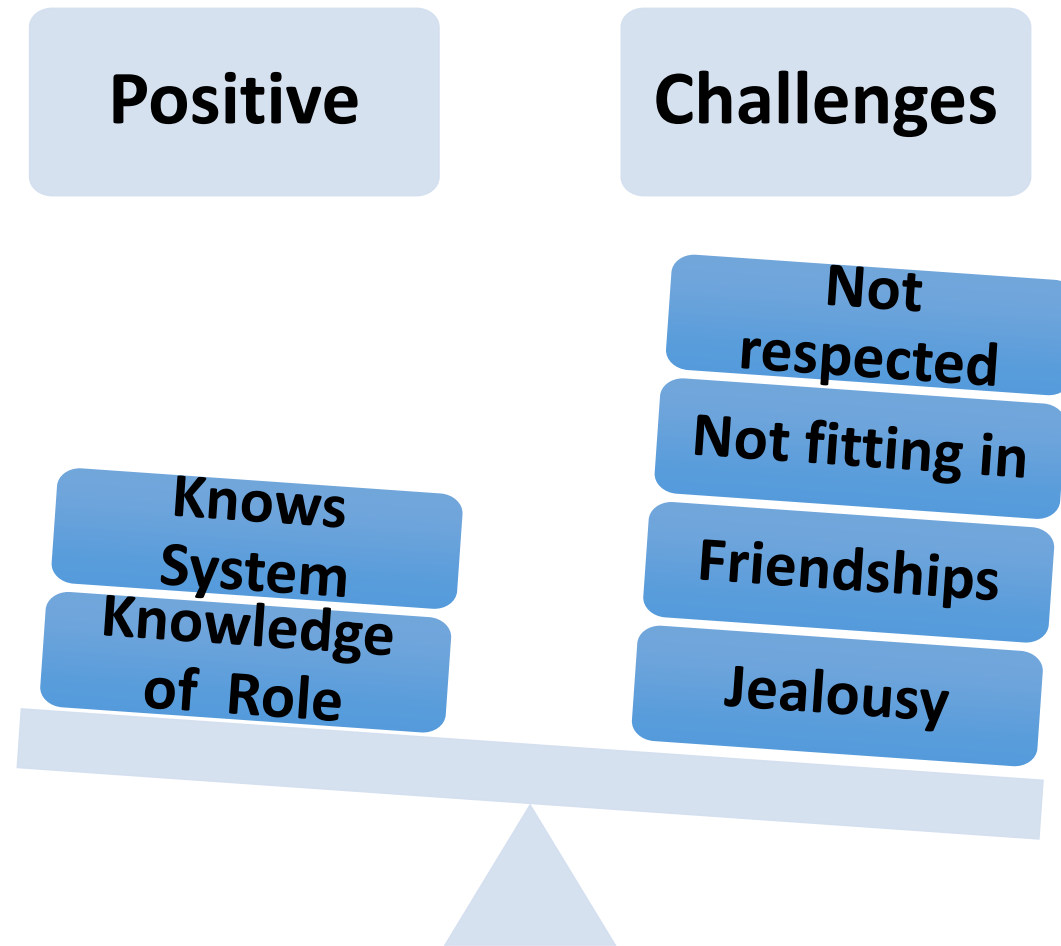


Ummm

I've never been a Peer Worker



I'm not a "peer" anymore – how do I navigate that



Performance management



Clarifying what happens if there are concerns about performance/opportunities for growth at the onset of supervision

If something needs to be addressed, hopefully, it's not a surprise

Be clear about the process and follow through with authenticity

Work together on solutions

Understanding the politics

Between staff

Within the agency itself



Supporting authentic value-based peer support

Planning/getting everything ready

Implementation

Evaluation



Scenarios



Questions

THANK YOU



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