Supervising Peer Recovery Specialists

*BHA ANNUAL CONFERENCE*

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MABPCB PEER SUPERVISION REQUIREMENTS AS OF JULY 1, 2017

• 1 YEAR DOCUMENTED PEER SUPERVISORY EXPERIENCE
• PEER SUPERVISOR REFRESHER COURSE EVERY 2 YEARS
• BI-WEEKLY SUPERVISION RECOMMENDED
• REVISED APPLICATION AVAILABLE ON MABPCB WEBSITE BEGINNING JUNE 2017
• ONE TIME REGISTRATION FEE OF $50
Who make the best supervisors?

• Name 3 characteristics of the best supervisor

• Name 3 characteristics of a bad supervisor
General Supervisory Skills

• Forming individualized approaches
• Utilizing facilitation skills
  – Conflict resolution, problem-solving, mediation, and interpersonal communication skills
• Forging personal connections
• Creating professional relationships with others in the organization
General Supervisory Skills, Cont.

• Developing effective communication strategies, self-monitoring, coaching skills, and training
• Interacting with clear verbal and non-verbal communication strategies
• Listening
• Maintaining accountability
• Modeling professional behavior
General Supervisory Skills, Cont.

• Setting clear supervisor/supervisee boundaries and expectations
• Understanding organizational personnel policies and practices
• Utilizing participatory discussions and decision-making to ensure appropriate input
DISCUSSION QUESTION

Are the supervisory needs of a peer-based recovery support service different than other services?

If so, how?
Three major areas of supervision

1. Supervising the delivery of Peer Support services
2. Understanding the Peer Support Specialist role
3. Offering educational support for the Peer Support Specialist
Your Role in The Delivery of Peer Support Services as a Supervisor

- Build and maintain a trusting professional relationship
- Help PRS meet job performance goals
- Help PRS assist others in their recovery
- Focus on PRS job performance instead of trying to provide therapy
- Maintain appropriate confidentiality by following legal and professional requirements
Your Role in The Delivery of Peer Support Services as a Supervisor

• Evaluate and provide feedback of PRS job performances in various settings
• Understand and support core values of peer support
  – Building and maintaining effective working relationships
  – Acknowledging the PRS role and experience, while maintaining the expectations of the workplace.
Your Role in The Delivery of Peer Support Services as a Supervisor

Establish professional relationships based on mutual respect, recovery principles, and ideals that promote environments in which PRS efforts to self-monitor and take care of their own wellness are supported and encouraged, understanding that recovery and growth process is not linear.
Understanding the PRSS Role

A PRS works with people who are new to recovery or the concept of mental wellness.

All of these people begin their journeys with many unmet needs and issues that need to be addressed.
Values

- Gratitude and Service
- Recovery – own integrity/status
- Use of Self
- Capability
- Honesty
- Authenticity of Voice
- Credibility
- Fidelity
- Humility

- Loyalty
- Hope
- Dignity and respect
- Tolerance
- Autonomy & Choice
- Discretion
- Protection
- Advocacy
- Stewardship
The Four KSA Domains for PRS

KSA = “Knowledge, Skill, Abilities”

• Advocacy
• Mentoring/Education
• Recovery/Wellness Support
• Ethical Responsibility
## Domains of Training for PRSS

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<thead>
<tr>
<th>Domain</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Mentoring and Education</td>
<td>10</td>
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<td>Advocacy</td>
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<tr>
<td>Recovery and Wellness Planning and Support</td>
<td>10</td>
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<tr>
<td>Ethics</td>
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Understanding the PRS Role

The supervisor can help the PRS identify appropriate or additional resources, and facilitate their delivery.
Understanding the PRS Role

Peer workers often need assistance and input from someone with a different perspective, such as their supervisor.
Understanding the PRS Role

The PRS and their supervisor work to:

• Receive support in establishing good peer-PRS matches.
• Review the peer-developed recovery/treatment plan
• Provide collaborative guidance or support in response to difficult situations
Concerns about PRS

There are potential conflicts with other service roles.

Harm could come to recipients of peer services due to incompetence or personal impairment.

These concerns apply to ALL health and human service roles.
Roles PRS Play

- Outreach worker
- Motivator and cheerleader
- Ally and confidant
- Truth teller
- Role model and mentor
- Planner
- Problem solver
- Resource broker monitor
- Tour guide
- Advocate
- Educator
- Community organizer
- Lifestyle consultant/guide
- Friend

(White, 2004a)
Some Tasks of PRS

• Inspire hope
• May support WRAP® development/do classes
• Facilitate classes/groups
• Attend treatment team meetings
• Provide community support services
  ➢ Attending appointments, healthy food selection, social support
• Assist in teaching Independent Living Skills
Role Clarity

A supervisor also helps the PRS maintain role clarity by

• Ensuring a clear job description exists

• Helping them avoid **drifting** toward the role of a counselor or sponsor.
Supervision is a hard job!

- Be a teacher not a cop.
- Establish a positive working relationship and remember that the supervisor/PRS relationship will be different from the clinician relationship.
- Be willing to have the tough conversations using corrective as well as strength-based feedback.
- Be committed to supporting the PRS role.
- Be committed to the growth of the PRS role.