Current and Emergent Peer Support Issues and Strategies

AOD Provider Collaborative

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Background

- Summarise themes from past evaluations of AOD peer support services in Counties Manukau
  - Phoenix Centre Recovery Solutions
  - Mahi Marumaru
  - Puna Whakataa
- (Not a comprehensive guide)

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Team

Peer support

Evaluation

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Service users value peer support

The peer gave her spiel and I thought: here's someone who knows what I've been through and come out the other side!

Feel understood and supported

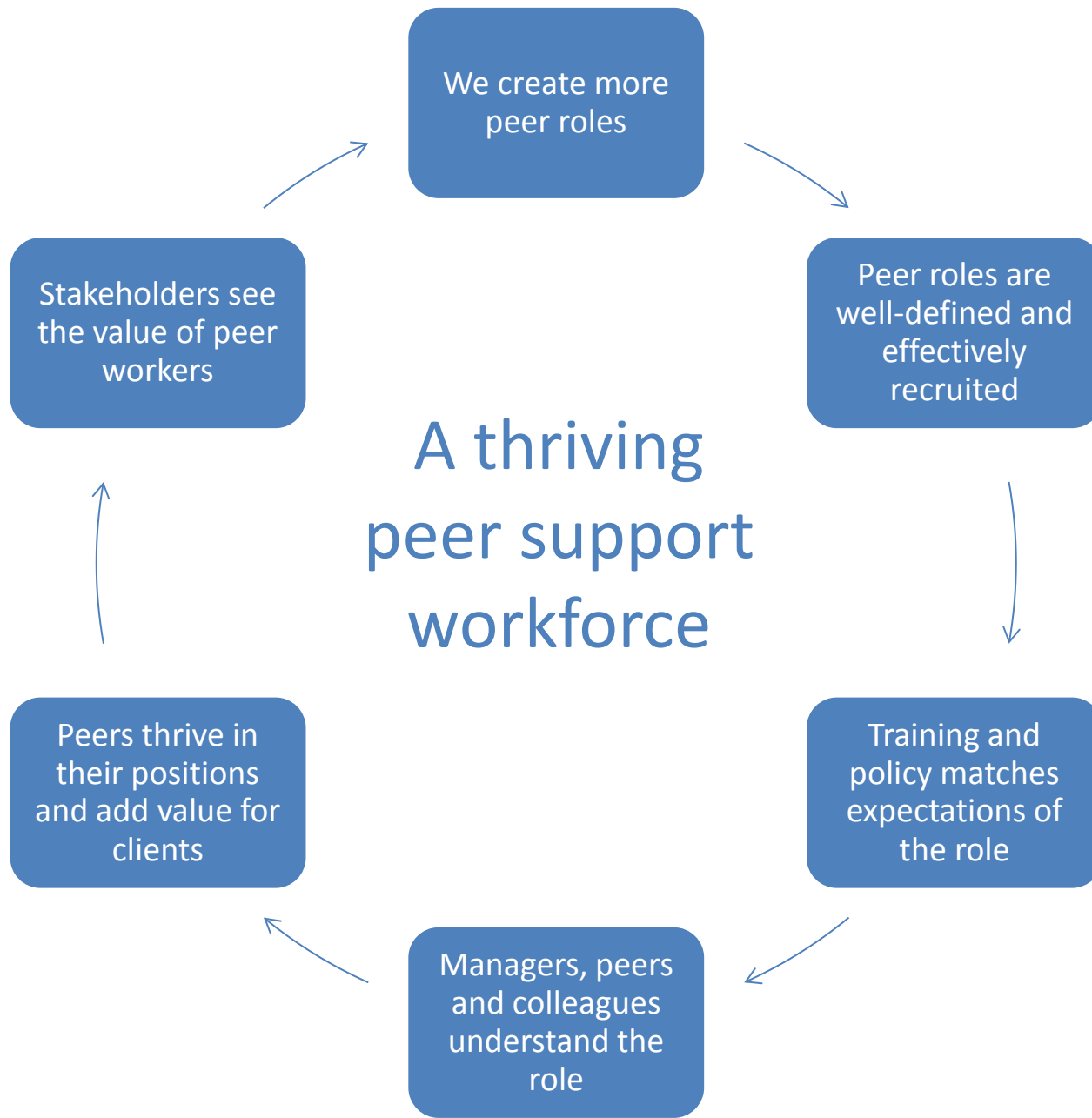It was good to know they'd been through similar things. I didn't feel they were looking down on me, more like equals.
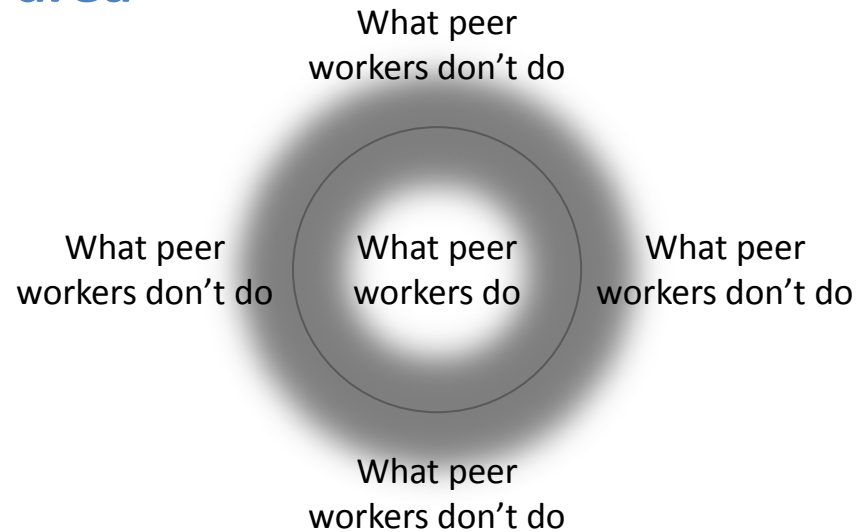
Friend-like connection founded on trust, rapport, mutuality respect

They do so much – it's not just helping, it's healing.

Positive impacts on recovery; lives improved; better resourced to manage

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A thriving peer support workforce

- We create more peer roles
- Peer roles are well-defined and effectively recruited
- Training and policy matches expectations of the role
- Managers, peers and colleagues understand the role
- Peers thrive in their positions and add value for clients
- Stakeholders see the value of peer workers

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A surviving peer support workforce

- We create peer roles
- Peer roles are poorly-defined
- Training and policy contradicts realities of the role
- Managers, peers and colleagues disagree on what peer support is
- High turnover of peers
- Stakeholders see peer workers as a liability

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Peer work: much grey area

What peer
workers don't do

What peer
workers don't do

What peer
workers do

What peer
workers don't do

What peer
workers don't do

Clinical work: some grey area

What clinicians
don't do

What clinicians
don't do

What
clinicians
do

What clinicians
don't do

What clinicians
don't do

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Most professionals

Personal life

Best foot forward

Professional life

Peer support workers

Personal life

The good the bad and the ugly

Professional life

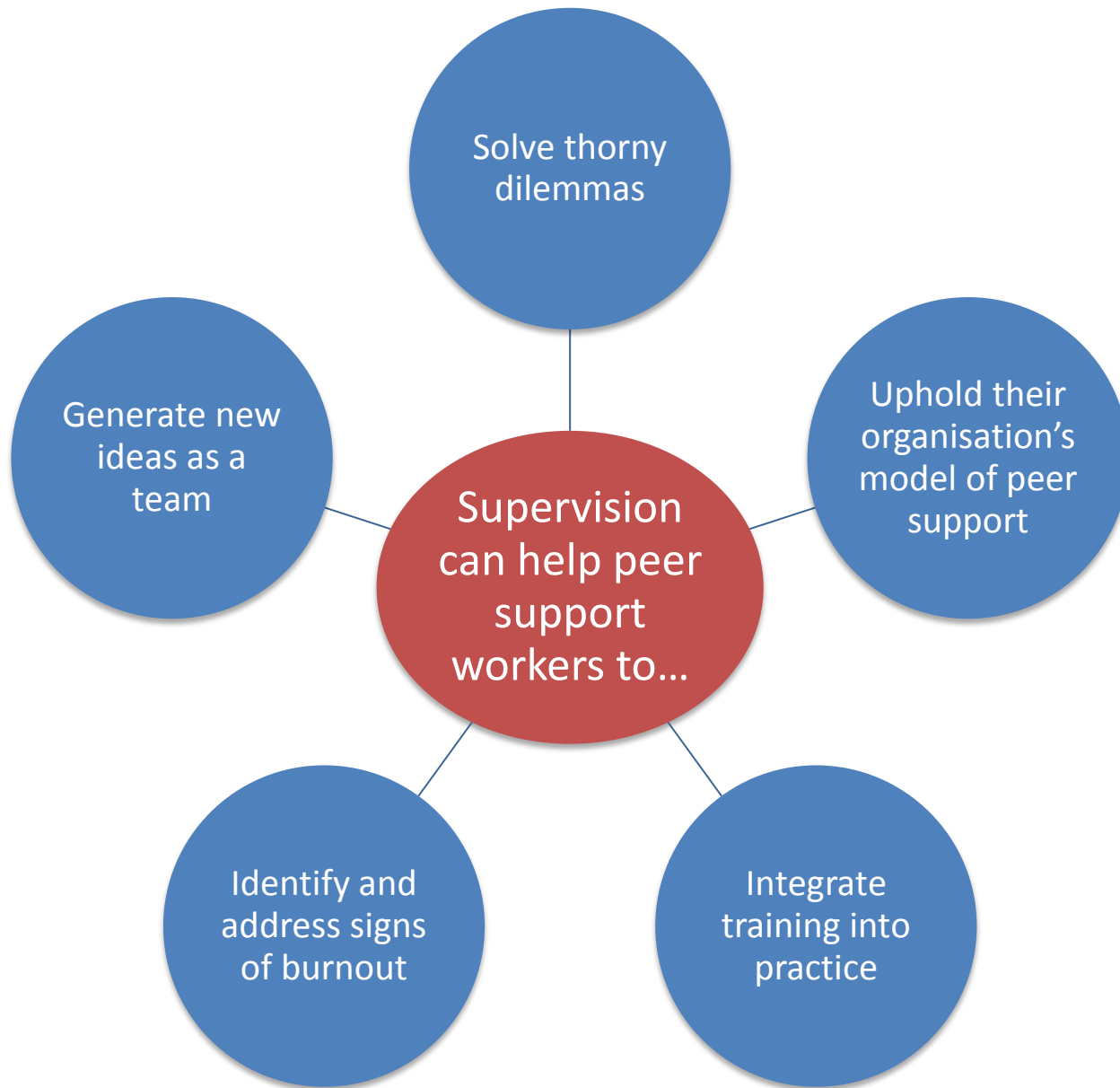Kinnect group
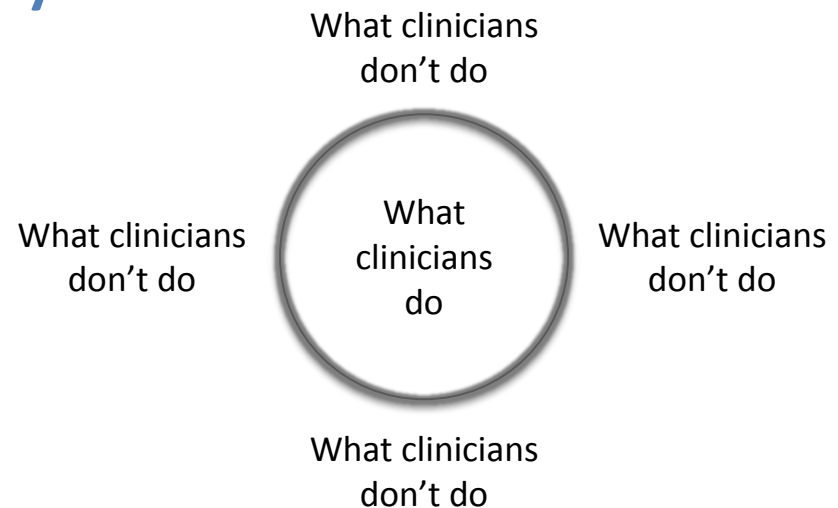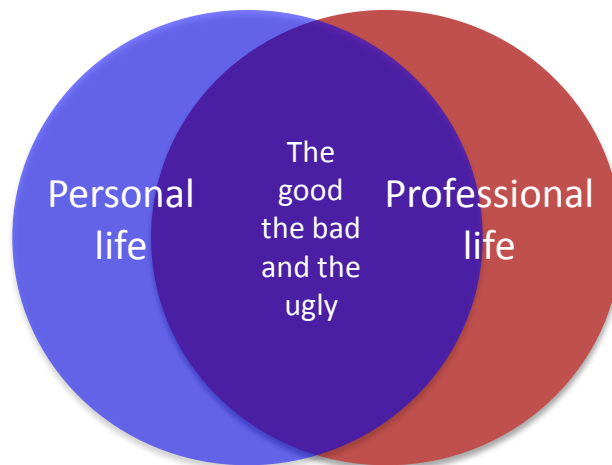
Training should align with...

Service model

Expectations of peer support role

Actual peer support role

Connecting the peer support workforce

- Professional networking
- Peer support forum
- Conference
- Shared PD

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Good leadership

is evident when…

Relationships	• Mutual rapport, trust, respect and reciprocity • Awareness of potential power differentials
Communications	• Openness and commitment to sharing appropriate info in a timely manner
Power sharing	• Clinicians actively working to empower peer support workers to fulfil their intended roles
Peer and clinician satisfaction	• Peers and clinicians feel they are part of a cohesive team, participating as equals and maintaining the integrity of the service model.

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Peer-clinician relationships and boundaries

Culture of collegiality: clinicians and peers

All those connected to the service understand the role of clinicians and peer workers, and the value each brings

Managers
- Promote knowledge transfer
- Openly encourage dialogue
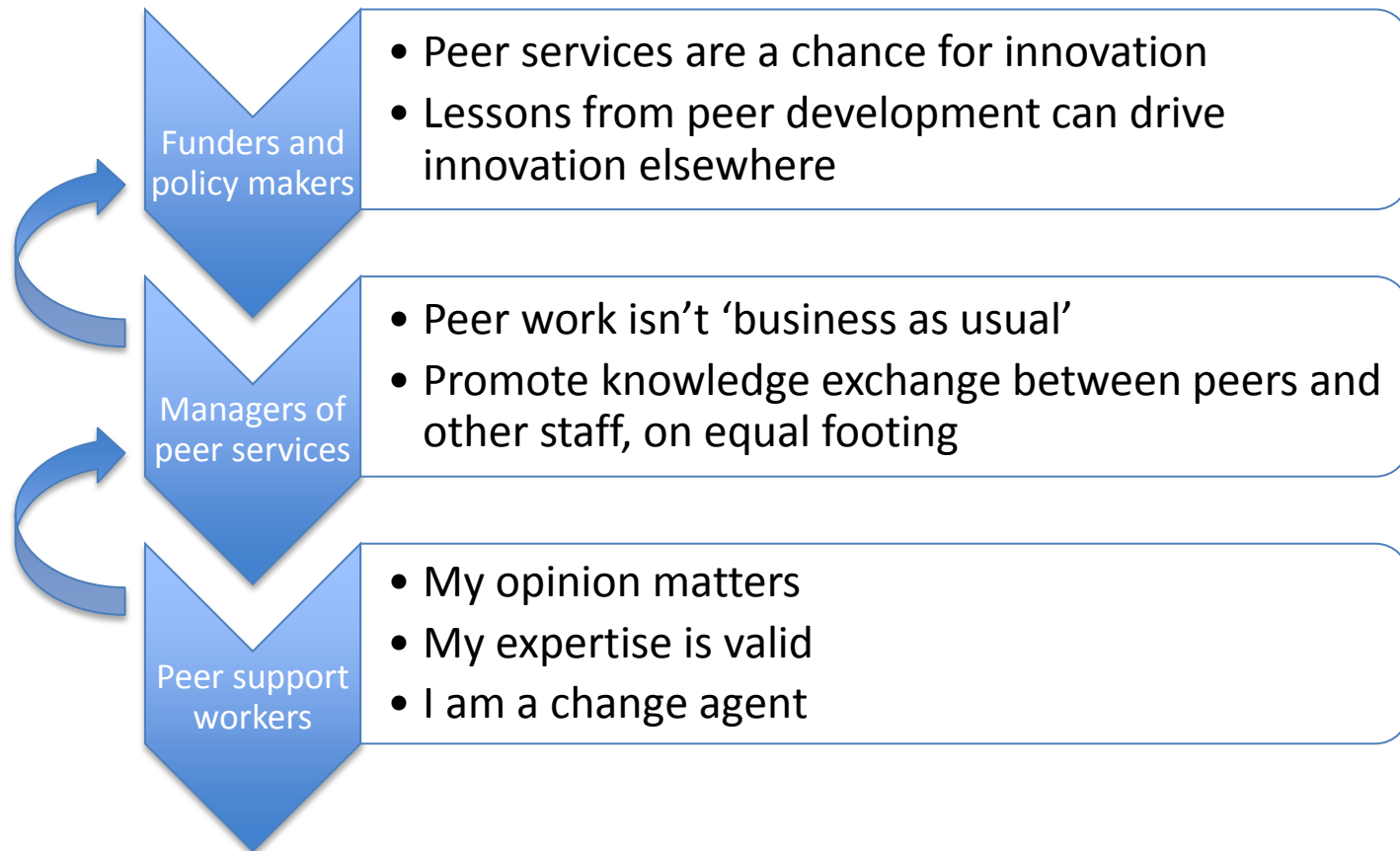- Consider each perspective equally

Staff
- Learn from each other's practice
- Acknowledge differences in priorities
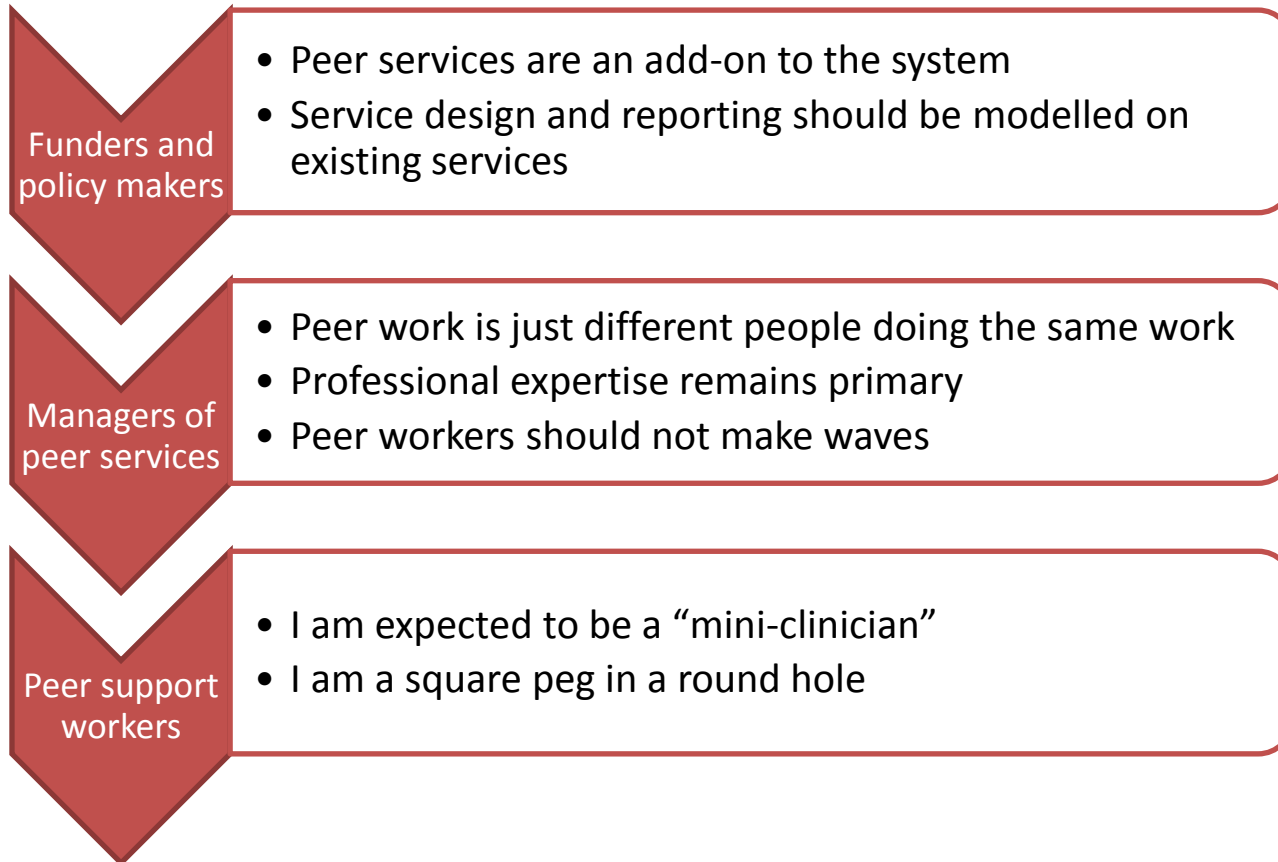- 'Agree to disagree'

Clients
- Get the best of both worlds
- Understand the differences
- Make informed choices

Challenges and opportunities: system change element of role

Innovation throughout the system

Funders and policy makers
- Peer services are a chance for innovation
- Lessons from peer development can drive innovation elsewhere

Managers of peer services
- Peer work isn't 'business as usual'
- Promote knowledge exchange between peers and other staff, on equal footing

Peer support workers
- My opinion matters
- My expertise is valid
- I am a change agent

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Innovation despite the system

Funders and policy makers
- Peer services are an add-on to the system
- Service design and reporting should be modelled on existing services

Managers of peer services
- Peer work is just different people doing the same work
- Professional expertise remains primary
- Peer workers should not make waves

Peer support workers
- I am expected to be a "mini-clinician"
- I am a square peg in a round hole

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Strategic issues to address

- Skills development
  - Policy makers
  - Managers
  - Colleagues
  - Peer support workers
- Model development
- Career development

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