

## Building A Quality Peer Support Program

### **Hiring**

- Create a clear job description with duties, roles, and population served. Stay away from generic formats that don't inform the candidate
- Review resumes based on skills and qualifications, not just previous experience. Many jobs have transferrable skills.
- Host informal phone screening to get to know the candidates needs and wants in their pursuit of the position.
- Be honest, open, and transparent in the interview process.
- If possible, offer shadowing or staff to staff informational interviews, especially if the candidate is new to the field.
- Maintain excitement for their integration throughout the whole process, remind the peer of their value to the organization.

### **Training**

- State recommendation towards credential requirement is 60 hours of training in the first 500 hours of work experience
- State Credential, CPFS, is not a requirement to provide peer support services.
- Training is necessary for quality, risk management, and compliance with organization standards
- Trainings should include education about role, responsibilities, and ethics of the position
- Most peer specialist will need to be taught about medical diagnosis, terminology, and treatment recommendations aligned with diagnosis.
- Trauma informed care, motivational interviewing, and wellness planning are foundational principles of peer support and should be a large focus area on trainings.
- In house v connecting with another organization. Pros and Cons to both

### **Retaining**

- Weekly meetings or supervision to ensure confidence and competency in the position.
- Creating intentional learning for other teams and coworkers to support the role of peer support.
- Working with employee to find what accommodations and supports they need to be successful.
- Creating work aligned with their values and educating them on areas that are not perfectly aligned.
- Support with professional growth and development.
- Stay away from being role of caregiver or therapist.
- Retention interviews at least once every 6 months. Find out what's working and what is not working.