

# Supervision Strategies: Getting the Most out of Supervision

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# OUR HOPE:



Is for organizations serving those with Substance Use Disorders to become **recovery-oriented** not just in terms of Peer Support Services, but across the board

A **Recovery Culture** understands and supports the shift from treatment as usual to one of recovery management and recovery-oriented systems and services, including, but not limited to:

- Hope
- Self-determination
- Self-disclosure
- Self-directed
- Person Centered
- Voice & Choice
- Healing Process
- Holistic
- Inclusive Of Family & Other Allies
- Strength-based
- Culturally Sensitive & Inclusive
- Partnerships
- Continuum of Care
- Community Reintegration & Supports
- Many Pathways



Perhaps the single most important thing you can do to ensure the success of new peer staff is to be as clear as possible about the expectations you have for them with respect to their roles and job performance”

- Ijeoma Achara-Abrahams



# What Supervision Should Look Like

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- Reinforces role clarity of Peer
- Provides clear expectation for Peer
- Supports role of Peer
- Allows for collaborative learning & building trust
- Allows Peer to know how their progressing
- Accountability for both Supervisor & Peer
- Opportunity to build connection & partnership

# High Quality Supervision:

## An Essential for Peer Success

- Peer Support Staff seek to support & do no harm, but Peers are helping individuals who often face serious obstacles.
- With readily accessible resources & clear policies, Peers will use them
- Without clear policies, Peers will try to help with whatever resources they have available
- Information is not controllable - training **AND** ongoing supervision & support promote correct information and a channel of influence
- Regular, consistent and reliable Supervision where you create a safe space to problem solve & learn is the most effective tool in your toolbox to promote the skills of Peers

# The Role of Peer Support

- Shares lived experience in a professional manner
- Helps other people discover their pathway to recovery
- Gives encouragement, hope, guidance & understanding through the recovery process
- Utilizes lived experience to form a mutual relationship
- Assist with the process of moving from hopelessness to hope

It is critical for the Supervisor to understand the appropriate role of the Peer in order to advocate for & promote fidelity to the Peer Support role; avoiding things like “**Peer drift**”

# FUNCTIONS Of Peer Support

- Assertive Outreach
- Community Education
- Advocacy
- Empowerment & Leadership Development
- Recovery Capital Assessment
- Recovery & Wellness Planning
- Assertive Linkages to Community Resources
- Recovery-Focused Skills Training
- Companionship & Modeling
- Crisis Support
- Ongoing Recovery Management
- Health System Navigation



# Accountability to Recovery Values

Supervisors need to clearly understand the nature and purpose of person-driven services, along with other recovery-oriented values, and ensure that the service approach of their peer staff is consistent

Peer Support staff may need additional coaching around the following

**4 concepts** to ensure that their approaches are recovery-oriented:

# Peers Are Accountable to Recovery Values

## 1. Embracing multiple pathways to recovery:

Peers may promote what worked for them and become frustrated when people do not choose the same path that they pursued

## 2. Practicing assertive outreach and continued re-engagement:

Some Peer staff have internalized the conventional belief that the people they serve have to be motivated enough to truly benefit from services

# Peers Are Accountable to Recovery Values

## 3. Supporting people in determining their own recovery goals:

Peer staff may have had experiences where their personal goals had to be reviewed & approved by clinical staff before they could pursue them

## 4. Providing community-based services:

Peers may need to be encouraged to help people to build their natural support system in their community, rather than primarily providing services within the agency

# Common Concerns of Peer Support Specialist

- Peers feel isolated and experience difficulty integrating into the service team
- Clinical staff distrust or feel threatened by peers
- Peers lack career advancement opportunities
- The roles of volunteers and paid Peer providers are not clearly differentiated
- Not all staff support multiple pathways to recovery and well-being
- Roles are unclear to Clinical staff, Case Managers, Peer staff, or all
- Training is inadequate & does not address key issues
- Organizational policies, procedures or culture does not align with national core values for Peer Support
- Peers experience time-management challenges
- Peers drift toward professionalization or performing traditional clinical service roles
- Peers are regularly pulled into other responsibilities such as being a primary provider of transportation

**Thank you for Listening!**



**Any Questions?**



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**Module III  
Special Topics of Interest  
July 2021 – September 2021**

<b>Date</b>	<b>Topic</b>
<b>11/21</b>	<b>Documentation and/or Electronic Recovery Records</b>



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