

ONE-TO-ONE PEER SUPPORT

Position Description

Supervisor: Self Help Site Facilitator

Purpose:

The purpose of this volunteer position is to provide One-to-One Peer Support to individuals who access the Self Help Service.

This process will be posted at all Self Help sites for referral on a regular basis, and a copy is given to each party to read. One-to-One Peer Supporters are to sign this agreement with the understanding that they are required to abide by this document.

Duties & Responsibilities:

- To provide one-to-one peer support based on SHA Peer Support Values and SHA Recovery Values and Principles.

This process is developed to help the Peer Supporter and the individual supported to create and accomplish a safe, peer support connection. One-to-one Peer Supporters play a very important role, and Self Help believes that one-to-one peer support is essential and integral to our work. Both individuals bring unique experiences and knowledge that enhance and compliment the one-to-one peer support outcomes. Self Help efforts value people's lived experience and provide an opportunity to be able to share, to feel a sense of belonging, to feel and express empathy and two-way understanding. This in turn can create a reframing of our "life history," and as a result, individuals see greater possibilities for their future.

Self Help works to ensure that all one-to-one peer support roles are clearly defined, safe, rewarding and valued. Peer Supporters are responsible for supporting our service goals and processes, and the vision, mission and policies of CMHA Waterloo Wellington Dufferin; for honouring their individual commitments, and for performing their duties to the best of their ability.

This service is designed to support the individuals to have appropriate, self-empowering services in an environment of hope, wellbeing and personal development. The process respects the rights of both individuals and affords equal opportunities.

Requirements

One-to-one peer support is usually provided by a Peer Supporter known to Self Help as an individual whose behaviour models the Recovery Values and Principles. This individual must have experience participating in peer support. Group facilitation experience is not a requirement, but it is considered an asset. This individual must be trained in *Peer Support Training (1 day)*, *Facilitation Training* and *Talking about Suicide in A Group*. The individual must also provide the results of a police record check (be registered as a Self Help volunteer). The Site Facilitator will meet regularly with the Peer Supporter to provide training, coaching and supervision. They will discuss challenges and successes, role play and debriefing. The Peer Supporter is expected to attend monthly meetings and training provided by Site Facilitator or Volunteer Supervisor.



Initial Meeting between Peer Supporter and Person Supported

The initial discussion is usually set up by mutual agreement or arrangement. Names of individuals who volunteer to provide one-to-one peer support are available from the Site Facilitator. The individual may have someone in mind specifically as both parties may have a familiarity from other service activities.

All meetings must take place in a mutually acceptable environment. It is recommended that initial one-to-ones take place at the site and may move to another mutually acceptable environment over time. A frank discussion about what both parties can offer and receive from the one-to-one support should be communicated at the beginning of the support. If at any time either party feels uncomfortable, the Peer Supporter or the individual being supported has the right to ask for clarification or discontinue the conversation immediately. If this occurs, the Site Facilitator or Volunteer Supervisor is made aware of the situation by the Peer Supporter as soon as possible. If the one-to-one support is being provided by a staff member, then the supervisor of that staff should be informed.

Goal Setting

Goal setting and boundaries are initiated and clarified early on and subsequent meetings should focus on progress toward meeting or revising the goals set. One-to-one peer support is not offered as a long-term service, and it is important that conversations remain recovery focused. If either individual's focus moves off topic, then it is the responsibility of the other party to redirect. If this is done and the conversation continues to be off topic then goal setting must be re-discussed. If necessary a written goal setting or work plan can be given out.

Conditions

The values of intentional Peer Support dictate that the balance of power be as equal as possible between the person supporting and the person being supported. In no way should either party harass, coerce, threaten or intimidate the other. The supporter and the individual supported must abide by our Self Help Code of Conduct which includes but is not limited to the following:

Friendship and Compassion

We promote an environment of friendliness and compassion. This means helping people to feel welcome and inviting them to join in activities and conversation. We ask people to be kind, polite, and thoughtful of others' needs.

Understanding and Sensitivity

We ask people to act in a way that is sensitive and understanding of others' feelings and moods. Listening and expressing empathy helps people feel understood and cared for.

Respect and Dignity

We ask people to respect each other and acknowledge each person's value and worth. Different perspectives, opinions and ways of doing things are expected and accepted.

Embarrassing or Offending People



We ask people to avoid singling out people in a way that may cause them to feel uncomfortable and can lead to the embarrassed or offended person not returning to the service. It is important to remember to be respectful of and sensitive to another individual's feelings.

We ask people to avoid the use of inappropriate jokes, gestures and remarks about appearance or clothing. We ask people to refrain from swearing or profanity. Degrading or insulting comments that put people down and insensitive, spiteful or mean-spirited personal comments are not acceptable. Actions or comments that are rude, vulgar, discourteous, intimidating and invasive are not acceptable.

Privacy/Confidentiality

We respect confidentiality and everyone's right to privacy. What people share with us remains with us and is not shared with others. We understand that personal issues are considered private unless the individual wants them to be shared. However, there are circumstances in which there is a need to immediately share that information if there is report of child abuse and harm to self or others. See *"Personal Health Information Protection Act 2004, Canadian Mental Health Association Policy-Duty to report in Section (68)2 of the Act, Policy number SP011.*

Abuse

Any actions involving actual or the threat of physical force to anyone or the premises will not be condoned. Threats are any verbal or physical actions that suggest harm to a person or the property. This would include emotional abuse, such as bullying.

Discrimination

Racism, sexism, or other forms of discriminatory and prejudicial behaviour, attitudes and comments are not acceptable. We believe in the dignity and worth of each individual and their right to exist in an environment that is free from discrimination. Harassment can take the form of behaviour or comments that are likely to evoke anger, distress, irritation or grief in accordance with the Ontario Human Rights Code (www.ohrc.on.ca).

Gossip

Gossip is defined as the sharing of information that is not first-hand observation or fact; repeating information that a person cannot validate; third-person information. It also involves talking about people in a negative or derogatory manner without their knowledge and permission, or starting rumors about someone. Gossiping is actively discouraged.

Boundaries in the One-to-One Peer Support Relationship

It is important at the outset to have clearly defined boundaries such as when and where the meeting is to take place, and no advice giving at any time. The Peer Supporter must discuss upfront the nature of the boundaries, any goals and issues the individual supported would like to work on, and a mutually acceptable timeframe for the completion of these goals.

From time to time relationships begin to develop beyond the scope of peer support. It is important for both parties to be aware of this potential for a change in the nature of the relationship. If at any time during the one-to-one support a romantic or sexual relationship begins, the Peer Supporter

MUST terminate the one-to-one peer support and inform the Site Facilitator that support has ended. If the individual supported would still like to accept one-to-one peer support, another Peer Supporter may be offered if available. If the Code of Conduct has been violated by either party, the Site Facilitator needs to be informed immediately.

If at any time an individual supported would like to present a small gift to the Peer Supporter, it is up to that Supporter whether or not to accept. All gifts should be of a reasonable value and not used as a tool to coerce or guilt the Supporter into doing what the supported individual wishes. This can create an imbalance that is not conducive with recovery and peer support values.

Although customary small talk is usually present and necessary to create comfort, one-to-one peer support is offered with set time limits and focused on the creation and achievement of identified and measurable goals, not just a casual conversation.

If at any time either party is not comfortable with the one-to-one peer support relationship, then no one-to-one will take place and where possible, a support relationship with another volunteer Peer Supporter will be offered.

I, _____ the (Peer Supporter) have read, understood and agree to abide by the terms and conditions of the Self Help Alliance, One-to-One process outlined in this document.

Signature: _____

Date: _____

Training:

One-day Peer Support Training required.

Qualifications:

- 18 years of age or older
- Has good communication skills
- Has demonstrated peer support skills and experience
- Is a registered Self Help volunteer

Hours:

Defined by the volunteer and Self Help member

