



## Understanding the values of peer support and the principles that underpin them



### Knowledge for peer support workers

Knowledge of mental health and associated difficulties

Knowledge of trauma-informed care

Knowledge of local services and sources of mental health care

Knowledge of professional, legal and ethical frameworks

Knowledge of, and ability to work with issues of confidentiality, consent and information sharing

Knowledge of safeguarding procedures

Knowledge of self-harm and suicide prevention and procedures for maintaining safety



### Core relational skills

Understanding of recovery-focused and person-centred approaches

Able to draw on and share lived experience

Able to develop and maintain mutual and reciprocal peer relationship

Able to engage and support families and carers

Able to use active listening and communication skills in a peer relationship

Able to work with differences



### Supporting people as a peer support worker

Able to support people in their personal recovery

Able to help people engage in activities that are meaningful to them

Able to help people develop coping and problem-solving skills

Able to collaboratively discuss care and support options

Able to contribute to co-production of individual care and recovery plans

Able to facilitate access to care and sources of support

Able to support transitions in care



### Working with teams and promoting peoples right

Able to work as part of a team

Able to work with other organisations and services

Able to offer a personalised recovery perspective

Able to promote the rights of people being supported



### Self-care and support

Ability for PSWs to reflect on their work

Able to make effective use of supervision



### Meta-competences

Meta-competences for peer support workers



### Optional skills: Using psychological approaches to support recovery

Able to help people to make use of psychological approaches to support their recovery

Able to work with people in groups

Able to support people's use of digital interventions



### Competencies for organisations supporting the peer worker role

Ability to assure appropriate recruitment and support of peer workers

Ability to organise work-based supervision of peer-support workers