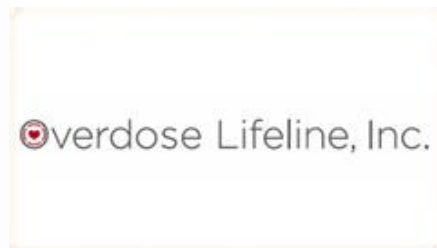




*Supervision Competencies for
Effective and Ethical
Peer Recovery Coach Supervision*

Created by:



Funded by:



**Division of Mental
Health and Addiction**

Supervision Competencies for Effective and Ethical

Peer Recovery Coach Supervision

The Supervision Competencies for Effective Peer Recovery Coach Supervision was informed based upon review and research of national standards, states which have effective and recognized Peer Recovery Coach programs, and recommendations from a state-wide advisory board which consisted of Peer Recovery Coach and behavioral health industry leaders in the state of Indiana. The purpose of this publication is to set a framework for identified competencies and implementation of practices to provide effective, ethical and supportive Peer Recovery Coach supervision.

Effective and ethical supervision is a vital component for a successful Peer Recovery Coach professional and Peer Recovery Coach program. The competencies listed below are structured to be a minimum standard for effective Peer Recovery Coach supervision and should be utilized by both supervisors and Peer Recovery Coach employment entities to ensure that both the program and the Peer Recovery Coach professional are supported while providing effective and ethical services.

The supervisor must have the competency to provide the Peer Recovery Coaches with:

- Frequent and consistent opportunities to receive encouragement, individualized support and coaching on the Peer Recovery Coach role
- How to deal with personal and professional challenges as they arise
- Provide ongoing advice and guidance regarding professional development
- Provide direction and development through actions of the supervisor
- Basic communication skills including listening/observing
- Teaching skills (coaching and developing professional skills)
- Assessment skills; recognizing strengths as well as areas for improvement

Supervision Competencies

1. Understanding the Peer Recovery Coach Role
2. Recovery Advocacy
3. Supports Ethical and Effective Implementation of the Peer Recovery Coach Role
4. Ethical Practice
5. Encourages Professional Growth
6. Facilitate Team Building
7. Strength-based Approach
8. Quality and Quantity of Supervision
9. Employment Policy and Practice
10. Self-care

Supervision Competencies for Effective and Ethical

Peer Recovery Coach Supervision

Competency One: Understanding the Peer Recovery Coach Role

The Peer Recovery Coach supervisor will be educated on the role of Peer Recovery Coach professional's and have a comprehensive understanding of the Peer Recovery Coach role and ethical standards. It is encouraged that a Peer Recovery Coach supervisor have 'lived experience' of recovery and be credentialed as a Peer Recovery Coach. In instances where it is not possible for the direct supervisor of a Peer Recovery Coach be a credentialed peer, a Peer Recovery Coach supervisor should have training specific to the Peer Recovery Coach role. Suggested training for the supervisor to become more informed and familiar with the Peer Recovery Coach role include, Peer Recovery Coach training, Peer Recovery Support Ethics and Peer Recovery Support Supervision training. Although these trainings are not required, it should be highly encouraged by the employment entity that the supervisor attend and comprehend the education provided by each.

Competency Two: Recovery Advocacy

The Peer Recovery Coach supervisor shall be an advocate for recovery. The supervisor should be an advocate for multiple pathways to recovery along with identifying, and assisting with, removal of barriers to an individual's personal pathway to recovery. Due to organizational policy & procedure, there may be restrictions for the advocacy that can be done for specific pathways, however, the supervisor should encourage the Peer Recovery Coach to assist an individual who is seeking, or in recovery, with referral to appropriate resources when their entities provided pathway of recovery does not coincide with the individual's recovery pathway selection. The supervisor should ensure that a Peer Recovery Coach has a person-driven approach to an individual's recovery where ever organizational policy will allow.

Competency Three: Supports Ethical and Effective Implementation of the Peer Recovery Coach Role

The Peer Recovery Coach supervisor will ensure that the services provided by the Peer Recovery Coach under their supervision are within set state and national standards for the Peer Recovery Coach standards for practice. The supervisor will assist the Peer Recovery Coach, and employment organization, with regularly reviewing, and improving, the services that the Peer Recovery Coach provides to ensure they meet the set state and national standards for practice. The supervisor will solicit, and respect, feedback from the organizations Peer Recovery Coach staff regarding the Peer Recovery Coach's role and implementation within their organization.

Competency Four: Ethical Practice

The Peer Recovery Coach supervisor shall have a strong understanding of the ethical guidelines for effective peer recovery support services implementation. The supervisor will monitor, and review, services delivered, including interactions with individuals, through conversations with the Peer Recovery Coach. The Peer Recovery Coach supervisor will also utilize other organizationally specified reviews and audits to ensure the Peer Recovery Coach is maintaining the ethical standards set forth by their employment entity and coincide with state and national standards. The supervisor will ensure the Peer Recovery Coach has a strong understanding of the ethical standards for peer recovery support practice. The supervisor will identify, and understand, the difference between clinical and non-clinical ethical and boundary standards. The supervisor will ensure that the employment entity has a policy in place to effectively and discreetly address ethical dilemmas and boundary concerns and utilize this policy in an effective manner. The supervisor will work to ensure all staff understand the scope of practice and ethical standards of the Peer Recovery Coach.

Competency Five: Encourages Professional Growth

The Peer Recovery Coach supervisor shall assist the Peer Recovery Coach under their supervision with identifying areas of strengths and improvement within the professional services the Peer Recovery Coach delivers. The supervisor will recognize that the minimum educational requirements for credentialing allow the Peer Recovery Coach to begin their professional career, however should not be the end of the Peer Recovery Coaches growth and development. The supervisor will assist the Peer Recovery Coach, through regular coaching and feedback, to identify opportunities to advance the Peer Recovery Coaches skill set. The supervisor will act as an advocate for the Peer Recovery Coaches they supervise, when warranted, in terms of professional reviews and with other supervisors and/or upper level leadership within their entity. The supervisor will provide equal access to training and professional development for all staff.

Competency Six: Facilitate Team Building

The Peer Recovery Coach supervisor will work to create, and maintain, an atmosphere within the Peer Recovery Coach program, and company as whole, where the Peer Recovery Coach professional feels valued and supported. This includes the Peer Recovery Coaches being involved in all relevant staffing and communications that pertain to their job duties and services provided. The Peer Recovery Coach supervisor will offer support and encouragement within the organization that Peer Recovery Coaches are equal team partners of the staff and should be treated as such by all employees and the company. The Peer Recovery Coach supervisor will strive to create and maintain an overall atmosphere that promotes recovery and the peer recovery support profession.

Competency Seven: Strength-based Approach

The Peer Recovery Coach supervisor will utilize a strengths-based supervision approach that is person-centered and fosters open dialogue and growth for the Peer Recovery Coaches they supervise. Strength-based supervision will create an atmosphere for the Peer Recovery Coach to provide input and feedback relative to their employment without fear or concerns of repercussion. The supervisor will assist the Peer Recovery Coach with identifying areas of strength and improvement while providing guidance and feedback for improvement and professional growth. Peer Recovery Coach supervisors will provide recognition to Peer Recovery Coaches for professional development and delivering effective and ethical professional services. The supervisor will ensure that the atmosphere is based on inclusion and not a perceived hierarchy model. The supervisor will encourage the Peer Recovery Coach to regularly self-assess the Peer Recovery Coaches personal skillset and delivery of services. The supervisor will work with the Peer Recovery Coach to provide guidance and structure for development of skills.

Competency Eight: Quality and Quantity of Supervision

The Peer Recovery Coach supervisor will ensure that the supervision they provide maintains the integrity and structure of the Peer Recovery Coach standards for practice. The Peer Recovery Coach supervisor will strive to maintain an equal balance between their administrative duties and their leadership role with the Peer Recovery Coach. The supervisor will focus on skills, communication, and delivery of service equally to administrative duties and compliance to any other duties specific to their role. The supervisor will work with the Peer Recovery Coach to create and maintain a standard for delivery of service and administrative duties that is reasonable, within the Peer Recovery Coaches competency levels, and meets any local, state and/or national guidelines. The supervisor will be accessible to the Peer Recovery Coaches to provide regular communication and guidance. The supervisor will arrange for regular supervision meetings that allow the supervisor and Peer Recovery Coach to engage in open and honest dialogue where all participating feel respected and able to share feedback freely without concerns for repercussions. This includes the Peer Recovery Coach having access to the supervisor between scheduled supervision meetings to discuss strengths, improvements, ethical and boundary concerns, or any other items the Peer Recovery Coaches wishes to discuss regarding their professional role.

Competency Nine: Employment Policy and Practice

The Peer Recovery Coach Supervisor will facilitate the hiring process of Peer Recovery Coaches. The supervisor will work to ensure existing Peer Recovery Coaches are included in the hiring process, where appropriate. The supervisor will consult with the existing Peer Recovery Coach staff to maintain a job description that meets set Peer Recovery Coach standards for practice. The supervisor will be aware of all existing laws pertaining to hiring and employment while advocating for all to be followed. The supervisor will follow all local, state and national

laws pertaining to employment and will advocate on behalf of the Peer Recovery Coach if all laws and policy are not adhered to.

Competency Ten: Self-care

The Peer Recovery Coach supervisor will recognize that the Peer Recovery Coach’s personal self-care is vital to providing effective and ethical peer recovery support services. The supervisor will create, and maintain, an atmosphere that fosters open dialogue regarding the Peer Recovery Coaches maintenance of their personal recovery pathway, when it involves the effective and ethical delivery of the services the Peer Recovery Coach provides. The Peer Recovery Coach should feel comfortable discussing openly, and honestly, their personal concerns regarding theirs or other Peer Recovery Coaches employed at the organizations self-care. The Peer Recovery Coach will have an understanding that the supervisor will approach it from an attitude of acceptance, providing opportunity for adjustment and/or improvement to assist the Peer Recovery Coach versus only providing punitive consequences. The supervisor will respect the Peer Recovery Coaches personal choice of recovery pathway and offer support and guidance, when appropriate and within reason, for the Peer Recovery Coach and their personal recovery.

Additional References:

Substance Use Disorder Peer Supervision Competencies

CAPRSS Peer Supervision Tip Sheet #1

Massachusetts Dept. of Mental Health: A Curriculum for Supervisors: Supporting and Learning from the Peer Workforce

Pillars of Peer Support Supervision