

3. DESIGNING A PEER PROGRAM

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Peer-led support program plan

The following is an example of how the Program Planning Tool details the steps of program development or enhancement in an operational format. This example illustrates what should be in place in order to create peer-led support groups.

Program Area	Activity Description	Who	Timeframe	Desired Outcome
Organizational commitment prior to peer hire	<ul style="list-style-type: none"> Gain agreement of how peers will be part of multidisciplinary team through discussion of how peer worker will collaborate with team on support group curriculum, recruitment of client members Outline need for peer-led support groups by reviewing narrative and other evaluative material that supports the needs of peers co-leading groups 	Current team (case manager, clinic supervisor, social worker, nurse etc.)	1 month	<ul style="list-style-type: none"> Make case for having peer co-lead groups Gain commitment from staff due to expressed need and documentation to support need Clear agreement of goals, operation of support group as well as referral system from providers and other client recruitment
Peer job description	<ul style="list-style-type: none"> Outline peer job description including expectations and goals Outline process for peer selection that includes staff input 	Current Team	2 weeks	Peer job description outlining skills and competencies needed to run support group and methods of contribution to team

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Program Area	Activity Description	Who	Timeframe	Desired Outcome
Supervision	<ul style="list-style-type: none"> • Determine who within team is best fit for providing administrative supervision and supportive or clinical supervision • Determine how peer will be integrated into multidisciplinary team • Understand clearly defined job expectations and supports that need to be in place 	Current Team	2 weeks	<ul style="list-style-type: none"> • Present to team • Well defined supervision plan
Recruitment, hiring and compensation	<ul style="list-style-type: none"> • Determine through established process of recruitment any existing clients who might be able to serve as peers • Outline hiring process with team (interviews, references, observation) • Determine method of compensation influenced by funding, disability issues etc. 	Administrative supervisor, supportive or clinical supervisor and team	2 months	<ul style="list-style-type: none"> • Hiring process that is equitable and meets organization needs • Compensation outlined • Peers are hired

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Orientation	<ul style="list-style-type: none"> Determine and outline orientation plan for peer including introductions to all areas of organization, time period and learning expectations Provide samples of organization policies, procedures and confidentiality agreements Provide ongoing support/ mentoring 	Supervisors and team		<ul style="list-style-type: none"> Well integrated peer that is able to access supports for learning Peer who is acquainted with organizational system and knows who to go to for what
Training	Provide training for peers on how to facilitate a support group, communication styles, content	Supervisors and peers	2 months	Peers trained and ready to co-facilitate support groups
Ongoing peer development	Determine ongoing supervision system that follows the coaching model and addresses areas of development including skill training and job satisfaction	Supervisors		Creation of year-long staff development plan
Performance management/ program goal management	<ul style="list-style-type: none"> Based on goals of program and job description Determine ways to measure effectiveness of peer-led support groups (i.e., client satisfaction survey, attendance sheets, knowledge and practices survey) 	Supervisors and peers		<ul style="list-style-type: none"> Goals for program being achieved through peer-led support groups Clients of peer support groups are retained in medical care i.e., 2 medical visits in the past 6 months

This “Read More” section accompanies [Section 3, Designing a Peer Program](#), part of the online toolkit *Building Blocks to Peer Program Success*. For more information, visit http://peer.hdwg.org/program_dev