

# Competence map

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



### 2. Knowledge for peer support workers

**2.1.** Knowledge of mental health and associated difficulties

**2.2.** Knowledge of trauma-informed care

**2.3.** Knowledge of local services and sources of mental health care

**2.4.** Knowledge of professional, legal and ethical frameworks

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

**2.6.** Knowledge of safeguarding procedures

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



### 3. Core relational skills

**3.1.** Understanding of recovery-focused and person-centred approaches

**3.2.** Able to draw on and share lived experience

**3.3.** Able to develop and maintain a mutual and reciprocal peer relationship

**3.4.** Able to engage and support families and carers

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

**3.6.** Able to work with differences



### 4. Supporting people as a peer support worker

**4.1.** Able to support people in their personal recovery

**4.2.** Able to help people engage in activities that are meaningful to them

**4.3.** Able to help people develop coping and problem-solving skills

**4.4.** Able to collaboratively discuss care and support options

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

**4.6.** Able to facilitate access to care and sources of support

**4.7.** Able to support transitions in care



### 5. Working with teams and promoting people's rights

**5.1.** Able to work as part of a team

**5.2.** Able to work with other organisations and services

**5.3.** Able to offer a personalised recovery perspective

**5.4.** Able to promote the rights of people being supported



### 6. Self-care and support

**6.1.** Ability for PSWs to reflect on their work

**6.2.** Able to make effective use of supervision



### 7. Meta-competences

Meta-competences for peer support workers



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

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

**8.2.** Able to work with people in groups

**8.3.** Able to support people's use of digital interventions



## 9. Competences for organisations supporting the peer worker role

**9.1.** Ability to assure appropriate recruitment and support of peer support workers

**9.2.** Ability to organise work-based supervision of peer support workers