

# Competence map

4

## 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

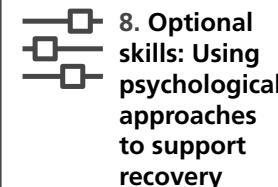
5.3. Able to offer a personalised recovery perspective

5.4. Able to promote the rights of people being supported



### 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



### 6. Self-care and support

6.1. Ability for PSWs to reflect on their work

6.2. Able to make effective use of supervision



## 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