

HCP-C

APPENDICES

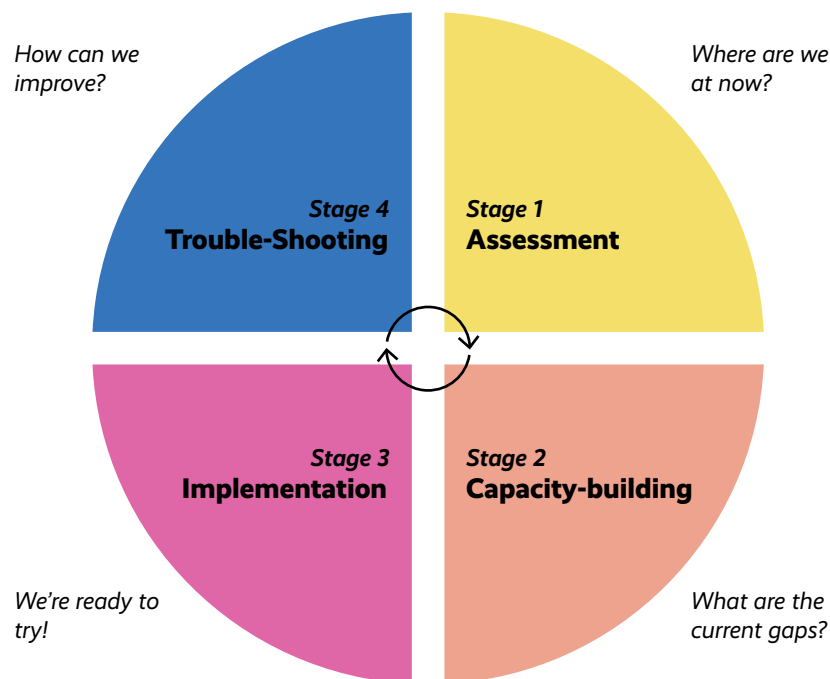


APPENDIX 1: THE PEER MATRIX

Peer Support Model: The Peer Matrix

Purpose

- Evaluation + Process Tool for the organization and the peer
- Person-centered approach to hiring young adult peer workers
- Gauge organizational readiness



How to Use this Tool

There are 2 matrix cycles your organization should complete along the journey of including young adult peers in the workplace: **Organizational Matrix + Individual Matrix**. Each matrix cycle has 4 stages: **Assessment, Capacity-Building, Implementation and Trouble-Shooting**.

1. Assessment and Capacity-building (Stages 1 and 2)

allows organizations to self-assess before hiring peers in order to ensure the working environment is conducive to success. Likewise, in the post-hiring cycle, individuals should be gauged in Stages 1 and 2 so the non-peer team can support the person's capacities and goals

Assessment

Organization

- Is there buy-in for this role?
- Which staff will directly support and supervise the peers?
- Does this role have a possibility of continuation?
- What types of peers are we hiring? Is there a clear job description?
- Do we have a plan if the peer needs to step back from their role?
- What opportunities can we give this peer while they work with us?

Individual

- Do I understand my place in this organization?
- What do I need in order to feel supported in this role?
- Am I able to commit to the role at this time in my life?
- What are the barriers to my engagement?
- What will I do if I find myself overwhelmed on the job?

Capacity-Building

Organization

- Do the staff/departments needs training about the peer role and how to honour it on the job?
- Is there an understanding of the boundaries of the peer role in relationship to the organization?
- Do we have to adjust any policies to accommodate our peers?
- Is there space and resources for the peer to do their work effectively?

Individual

- What trainings would benefit me in this role?
- What is my goal in doing this work?
- Are there any skills (soft or hard) that I can develop and improve while I have this role?
- Do I have to make adjustments in my own life to accommodate this job?

2. Implementation and Trouble-shooting (Stages 3 and 4)

occur upon hiring for both the organization and the individual taking on the peer role.

Stage 3 is largely observational for the organization. They must 'wait and see' if their capacity-building efforts were successful while the peer will begin their work as a staff member.

Stage 4 is the most crucial and can be operationalized by utilizing supervision with peer and non-peer staff. Trouble-shooting is your opportunity to grow from mistakes which may have occurred or unexpected learnings and outcomes. Not every trouble-shooting experience will be based on negative happenings; a positive trouble-shooting experience may be that your peer excels quicker than initially expected and is looking for more involvement in the organization

Implementation

Organization

- Is there anything non-peers can do to better support the peer role?
- Do we have a 'script' or stable explanation of what peers will be doing in the program?
- What types of engagement with clients will peers have in and out of the workplace?
- What is the best form of communication to schedule work-related tasks?
- Do our peers and non-peers have opportunities to build rapport?
- Is the workload too much or too little? Are there ways to adjust this?
- Are the clients/participants benefiting from including a peer role?
- Does the peer understand how to navigate the workspace and who to go to for what?

Individual

- Do I have the tools available that will help me succeed on the job?
- Has this job had an impact on my personal life?
- Are there aspects of this role that are confusing?
- Are my colleagues available when I need help?
- Do I understand the language/jargon being used in the meetings and/or workplace?
- What are the ways I can challenge myself in this role?
- What is most difficult for me in this role?
- How can I use my personal gifts and talents to contribute to this role?

Trouble-Shooting

Organization

- What is going well with the peer position?
- What are the unexpected challenges that have come up? With whom?
- Are there individuals on the team that work really well with peers?
- Are there better ways we can resolve conflicts as they occur?
- What were the outcomes?
- Has the peer gone beyond your expectations? Below?
- Has supervision been utilized?
- Are there adjustments the non-peer staff should make to better support the role?
- Does the peer have the tools they require for the job? (eg. Cellphone, e-mail)

Individual

- Are there conflicts that have come up since I've had this position?
- Do I understand my role, responsibilities and how I fit within the program?
- Am I able to meet my obligations regularly?
- Am I able to communicate with my supervisors easily?
- Do I feel comfortable with my teammates?
- Do I feel safe in this role? If not, what would make me feel safe?
- Am I using my skills or gaining new skills in this role?
- Do I have work-life balance? Am I taking time for self-care?

APPENDIX 2: QUALITATIVE STAFF INTERVIEW GUIDE

Interview - Intervention Staff

1. *How would you describe your role with the project?*
 - a. What you think worked well?
2. *What was effective for supporting participants?*
 - a. What were the main challenges you saw?
 - b. Logistic?
 - c. Practical?
 - d. Rapport related?
 - e. Lack of support?
 - f. Case load?
3. *How do you think the inter-agency collaboration went?*
 - a. Things that went particularly well?
 - b. Things that didn't go as well?
 - c. Ways to improve?
4. *What organizational factors do you think effected the effectiveness of the intervention overall?*
 - a. Leadership?
 - b. Meetings?
5. *What areas the program be improved in?*
 - a. Ways to improve?
 - b. Practical or specific changes?
6. *What did you learn from working on this program?*
7. *What was the best part of working with this program?*
 - a. The worst?
8. *Additional comments/feedback?*