

COMMUNITY OF CARE

SUPERVISION STRATEGIES IN PEER – RUN /LEAD ORGANIZATIONS

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CULTIVATING A COMMUNITY OF CARE

Introduction

History of Peer Wellness Collective

Cultivation: Core Values

- Flexible Policies and Procedures
- Hiring Practices
- Employee Review
- Reasonable Accommodations
- Departing: Some things to talk about!

Community of Care: Supervision in
Peer-run & led organizations

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INTRODUCTIONS
PEER WELLNESS COLLECTIVE

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HISTORY OF PEER WELLNESS COLLECTIVE

✓ Formerly known as *Alameda County Network of Mental Health Clients*

✓ Founded in 1988 by Sally Zinman, Howie the Harp, and other grassroots advocates

100% Peer-led & Operated programs in Alameda County

- 1. Berkeley Drop In Center**
- 2. Tenant Support Program**
- 3. Reach out**
- 4. Reaching Across**
- 5. BestNow! – Medi-Cal Peer Support Specialist Training**
- 6. People's Place – Peer Respite & Crisis Response**

MISSION & VALUES

The mission of the Peer Wellness Collective, as a BIPOC Peer*-Led and operated Network, is to provide culturally responsive mental health services, specifically by and for folx historically underserved and/or inappropriately served in order to create a just, safe, and healthy community for all.

We emphasize the value of Community

Our values are Peer-driven

We value and promote Mental Health

We are committed to Equity

We hold ourselves Accountable



CORE VALUES

actively dismantling
white supremacist practices

Perfectionism	Sense of Urgency	Defensiveness
Quantity over Quality	Worship of the Written Word	Paternalism
Either/Or Thinking	Power Hoarding	Fear of Open Conflict
Individualism	Progress is Bigger, More	Objectivity
	Right to Comfort	

CORE VALUES

actively dismantling
white supremacist practices

it's okay to make mistakes	wellness > deadlines	admitting when wrong
do no harm values	written communication as secondary	dual supervision
the power of and	transparency	culture of diverse thought
<i>collective</i>	people-centered	many paths one goal
valuing lived-experience	encouraging healthy conflict	dispersed decision making power

CULTIVATING A COMMUNITY OF CARE - HIRING PRACTICES

- Build flexible Policies and Procedures that support challenges instead of penalizing
- Develop creative hiring practices
 - Build job descriptions that value lived-experience
 - Use pre-screening to allows the applicants to share more about themselves than what's in their resume
 - Use a panel approach with diverse staffing
 - Develop an interview tool with questions, scenarios, definitions and other approaches
 - Hire the best CANDIDATE!

BUILDING A SUCCESSFUL FOUNDATION

Employee-driven Review Process – Strength-based approach to discussion success and challenges coming from the perspective of the employee

- Implement 30-60-90 day review process
 - ✓ Develop deliverables and goals
 - ✓ Focus on accomplishments and challenges
- Develop a dual supervising structure where there is a point person and direct supervisor
- Intentional focus on self care

CREATE REASONABLE APPROACHES TO STAFF SUPPORT

- Exhaust All Options
- Approach challenges as a program challenge and not an individual challenge
- Cause no Harm! - Use reassurance and support as a means to get to the real challenge

CREATE REASONABLE APPROACHES TO STAFF SUPPORT

Be realistic about work related expectations - be willing to make appropriate adjustments

- ✓ Changes to work activity/deliverables
- ✓ Adjust schedule
- ✓ Changes to role and responsibilities

CREATE REASONABLE APPROACHES TO STAFF SUPPORT

Knowing when to call it quits!

- ✓ You have exhausted all options
- ✓ The employee may realize the role is not a good fit for them!

WHEN SEPARATION IS INEVITABLE

Develop an exit checklist

This will ensure you don't miss the opportunity for feedback and continued support. This will also ensure the employee has all of the necessary information

Exit Checklist – Employee has...

- ✓ Received their last paycheck and has signed the confirmation
- ✓ Has turned in all of their keys, passwords, and any equipment
- ✓ Received information about health coverage where applicable
- ✓ An opportunity to provide feedback through an exit

TURNING A NEW LEAF!

AREAS OF FOCUS

Anytime there is a **TRANSITION** there is an **OPPORTUNITY** to **IMPROVE!**

- **Review the job description** – There may be things we missed or maybe there is something we want to remove from the duties
- **Use the feedback** from the exit interview to make Improvements
- **Create space** for your team to give feedback focusing on what supports are needed to improve the position.

THANK YOU

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