

# NATIONAL PRACTICE GUIDELINES FOR PEER SUPPORT SPECIALIST SUPERVISORS

FROM THE NATIONAL ASSOCIATION OF PEER SUPPORTERS



The N.A.P.S. National Practice Guidelines for Peer Support Specialists and Supervisors educates supervisors of Peer Support Specialists about how to apply core peer support values in supervisory relationships.

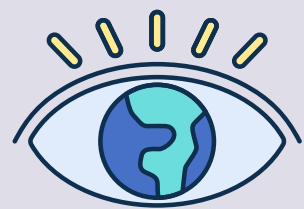
## CORE PEER SUPPORT SPECIALIST VALUES PEER SUPPORT IS...



**Voluntary**



**Hopeful**



**Open Minded**



**Empathetic**



**Respectful**



**Facilitating Change**



**Honest and Direct**



**Mutual and Reciprocal**



**Equally Shared Power**



**Strengths-Focused**



**Transparent**



**Person-Driven**

# SUPERVISOR STANDARDS

Supervisors of peer support specialists should model and apply these core values in supervisory relationships. Below are suggestions about how to do this for each core value. Click on the picture next to each core value for additional suggestions.

## CORE VALUE: Voluntary

Supervisors explore with peer support specialists how they want to work with individuals while promoting a safe working environment.

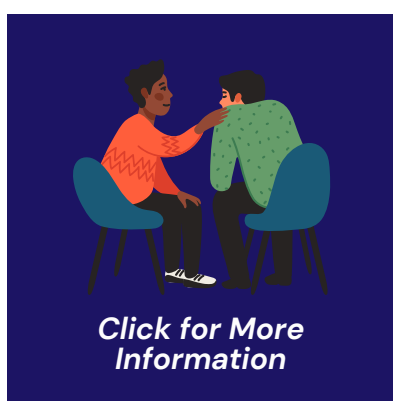


## CORE VALUE: Hopeful

Supervisors demonstrate confidence in peer support specialists' ability to share hope. They also model self-care and provide paths to help develop self-care skills.

## CORE VALUE: Open Minded

Supervisors view differences as opportunities for learning. They learn with and from peer support specialists, and respect individual recovery journeys.

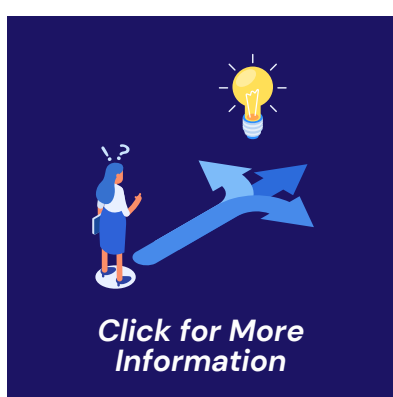


## CORE VALUE: Empathetic

Supervisors practice effective, non-judgmental listening while holding peer support specialists accountable for job performance.

## CORE VALUE: Respectful

Supervisors show respect for others by increasing awareness of their own worldviews, including biases. They also engage in training on cultural humility, invite ongoing feedback from people they supervise, and help those people relate to many different worldviews.



## CORE VALUE: Facilitate Change

Supervisors model advocacy to address injustice faced by people with psychiatric, trauma, or substance use challenges. They also support peer support specialists in connecting to and participating in the larger peer movement.

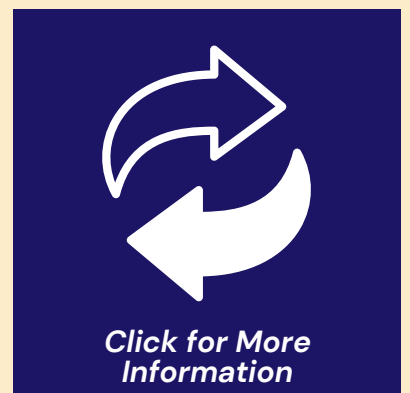


## CORE VALUE: Honest and Direct

Supervisors use direct and thoughtful communication, establish clear boundaries, and clarify expectations. They work to build trust with those they supervise, and promote responsibility.

## CORE VALUE: Mutual & Reciprocal

Supervisors encourage collaborative learning and welcome feedback from peer support specialists to foster mutuality. Supervisors also ask peer support specialists how they best receive feedback.

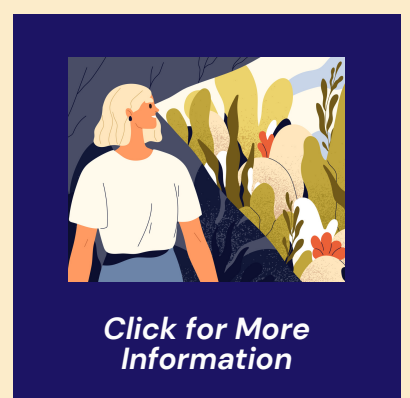


## CORE VALUE: Equally Shared Power

Supervisors reinforce the non-clinical nature of peer support, consider the impact of power in relationships, and educate peer support specialists in the concept of power in peer support roles.

## CORE VALUE: Strengths-Focused

Supervisors model and encourage building on strengths. They help peer support specialists to develop meaningful goals for themselves and the people they work with.



## CORE VALUE: Transparent

Supervisors communicate (and model communication) in plain, first person language, reinforcing the non-clinical nature of peer support.

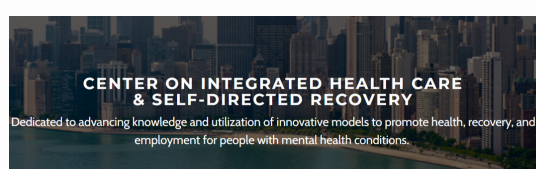
## CORE VALUE: Person-Driven

Supervisors provide an environment where peer support specialists are empowered to move beyond their comfort zone and learn from mistakes. Supervision promotes the peer support specialists' growth, recovery, and resilience.



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**Judith A. Cook, PhD, Director**



### Other Resources

National Association of Peer Supporters (2019). National Practice Guidelines for Peer Specialists and Supervisors. Washington, DC: N.A.P.S.

N.A.P.S. Supervision Resources:  
<https://www.peersupportworks.org/resources/supervision-resources/>

### References

National Association of Peer Supporters (2019). National Practice Guidelines for Peer Specialists and Supervisors. Washington, DC: N.A.P.S.