

Managing Your Peer Counselor Team

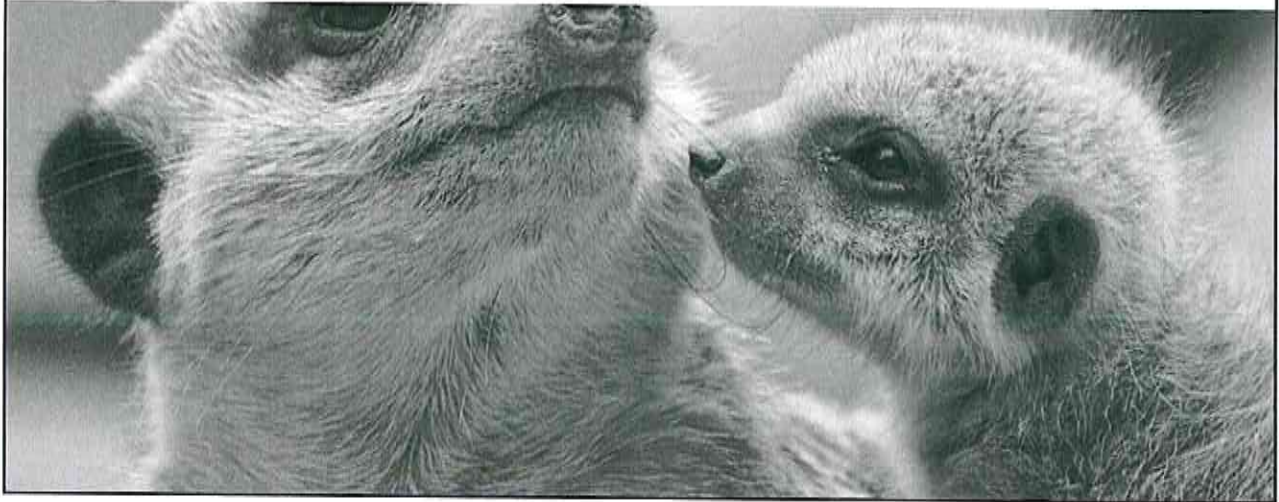
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Every Mother, Inc.

Disclosure

Contract with USDA Food and Nutrition Service on the national project, *WIC Peer Counseling Training and Curricula*.

Developed the national USDA FNS curricula, "*Loving Support*© Through Peer Counseling: A Journey Together – For WIC Managers."

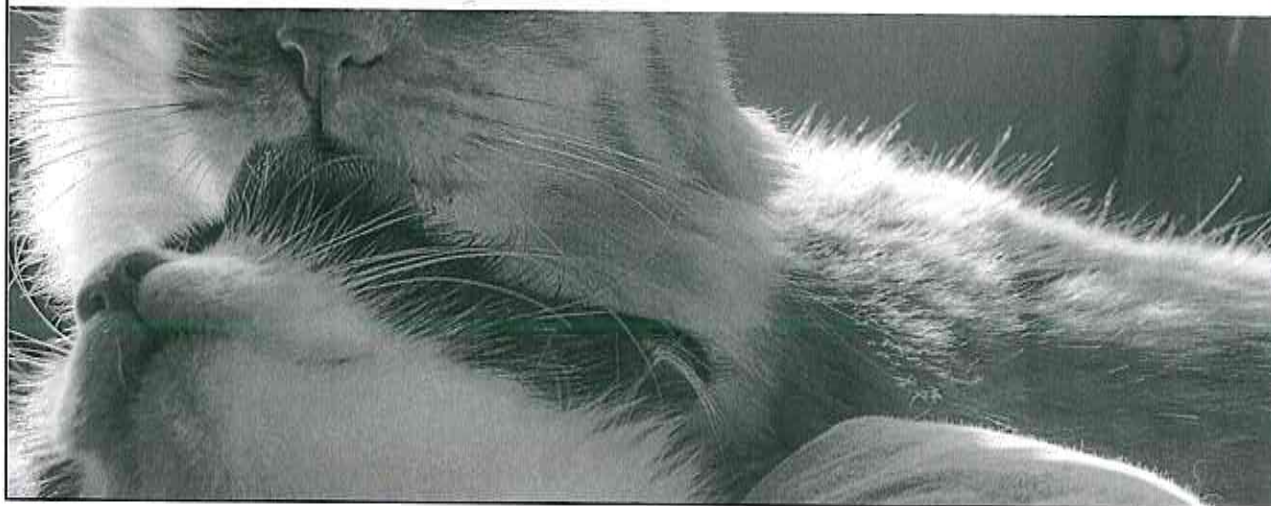
Mentor and Supervisor

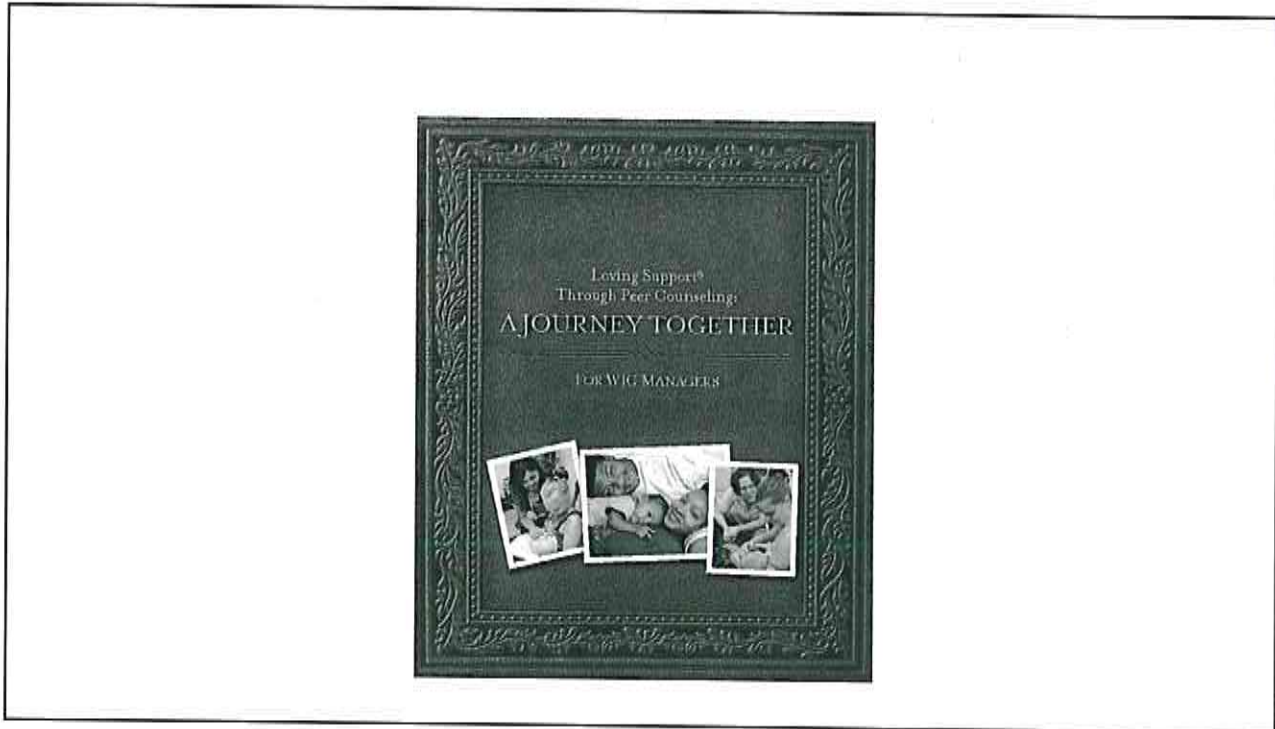


Hiring Practices



Supporting Peer Counselors





Loving Support Model for a Successful PEER COUNSELING PROGRAM

Key Points to Remember for Success in Your Own Loving Support

- Appropriate Delegation of the Peer Counselor
 - Peer support model
 - Research based best practices regarding peer support
 - Available to WIG clients under what time frame and cost to the WIG client organization
- Designated/Identifying peer counseling program to support both to the business & their individual lives
- Educated by processes and job descriptions for peer counselor
- Adapted to appropriate WIG Specialist peer to working management and training (including use of "Loving Support Through Peer Counseling: A Journey Together - For WIG Managers" and "Loving Support Through Peer Counseling: A Journey Together - For Peer Counselors" training materials from WIG's program)
- Establishment of standards for identifying peer counseling program practice and procedure as to the time and cost to peer support program, education plan
- Adapted program and to training of peer counselor
- Establishment of necessary parameters within the organization of a WIG peer counseling program

Additional Points to Remember of Peer Counseling

- Adapted training and development of peer counselor
- Working use of "Loving Support Through Peer Counseling: A Journey Together - For WIG Managers" and "Loving Support Through Peer Counseling: A Journey Together - For Peer Counselors" training materials from WIG's program
- Participation in their own success and to realize the benefits of the WIG's model
- Opportunity to receive the help of other peer counselor

Management and peer support model, which uses the support of both the peer counselor and the peer support program, is a key component of the WIG's program. The program is designed to be a peer support program, which is a key component of the WIG's program.

Loving Support© Model

What is a Supervisor?



Checking In with Peer Counselors



Hiring the Right Folks!



Who is a Peer Counselor?

“Paraprofessional...recruited and hired from WIC’s target population of WIC-eligible women...available to WIC clients outside the WIC clinic environment”

FNS Loving Support Model

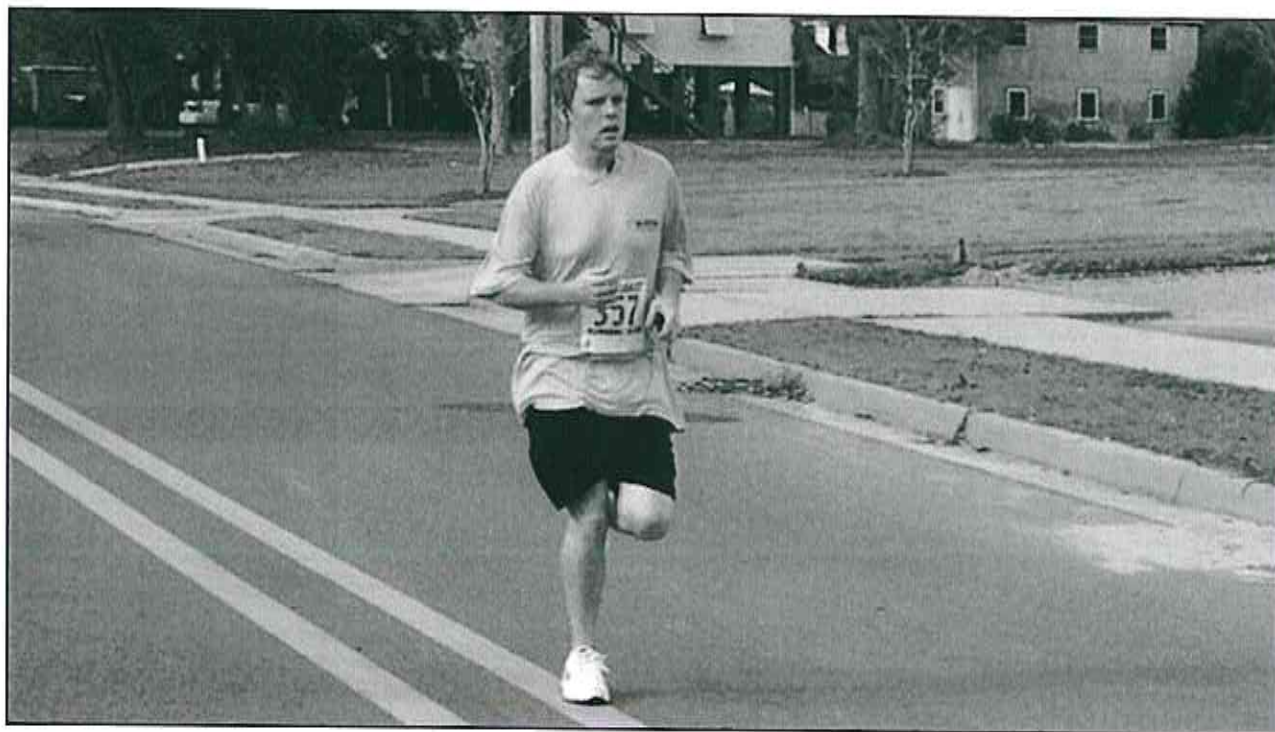
Role of Self-Efficacy

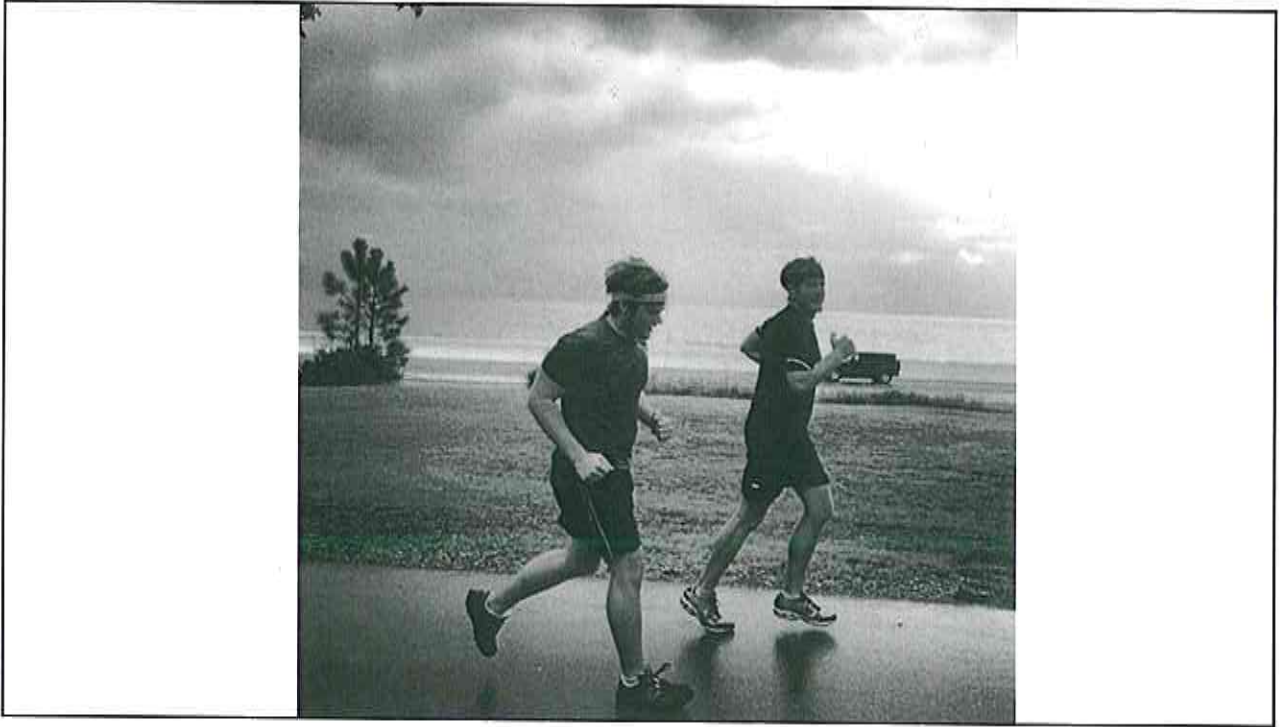


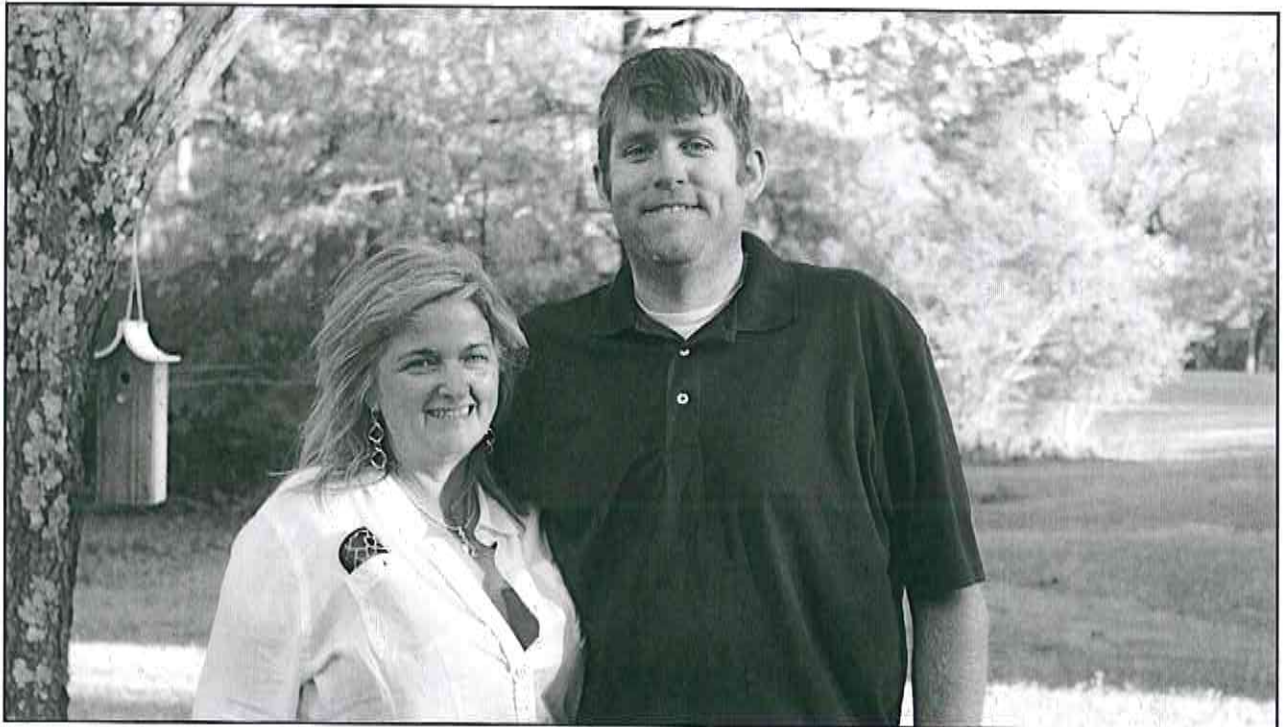
Vicarious Modeling











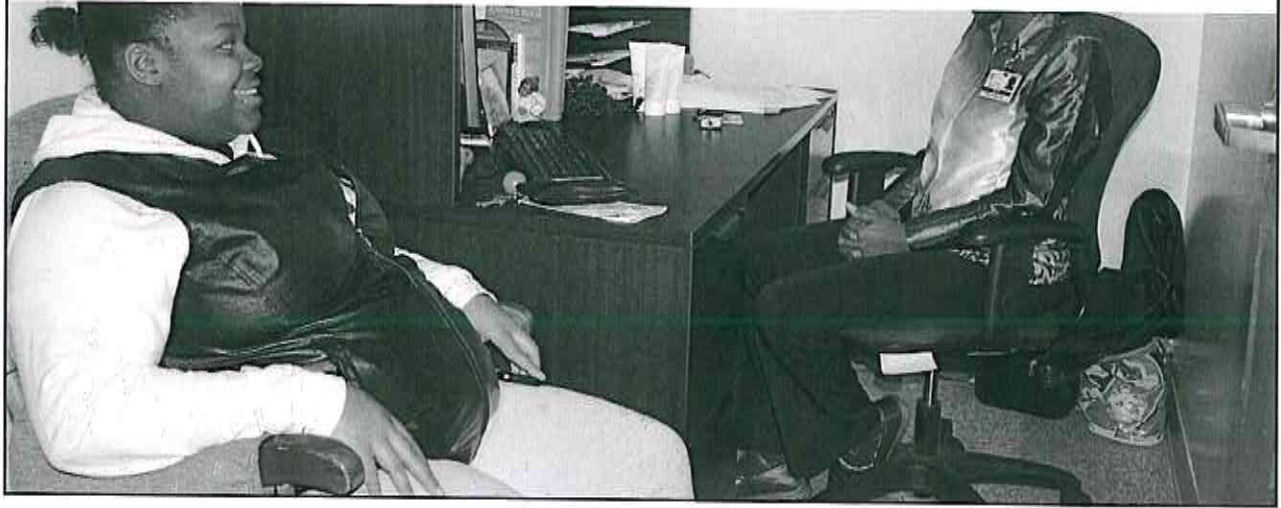




Breastfeeding Self-Efficacy



Peer = "Par" or "Equal"



FRIENDS



Start at Home!



Available Beyond WIC Setting



On Call





Work Station



Clinic Integration



Fair Compensation



Training



Shadow



Hospital and Clinic Observation



Initial Contacts

Feedback



Praise



1st 6 months – Mentor



Frequent Contact



Shift to Supervisor



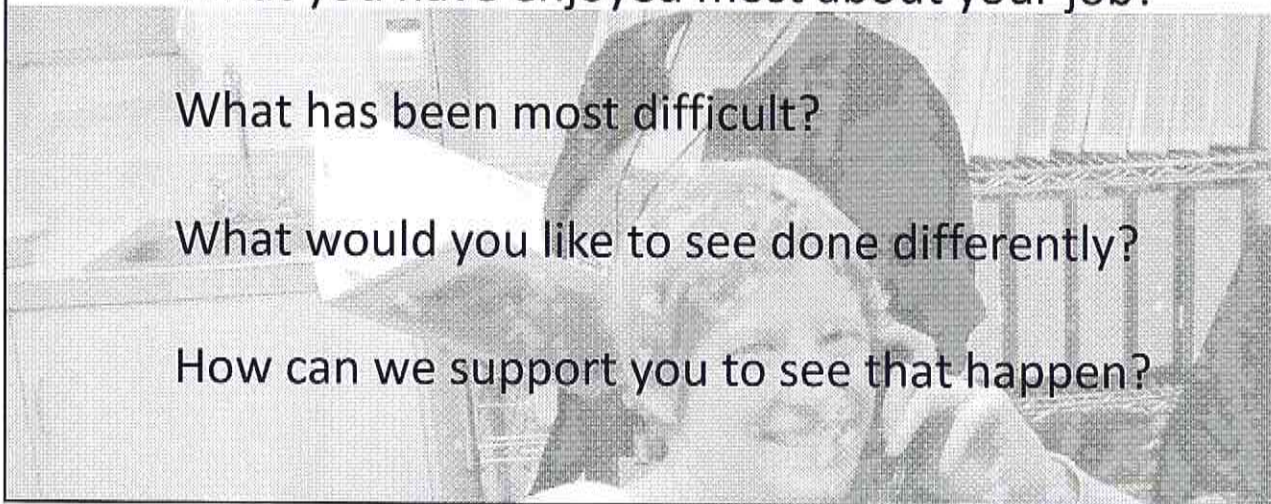
Shift to Supervisor

What you have enjoyed most about your job?

What has been most difficult?

What would you like to see done differently?

How can we support you to see that happen?

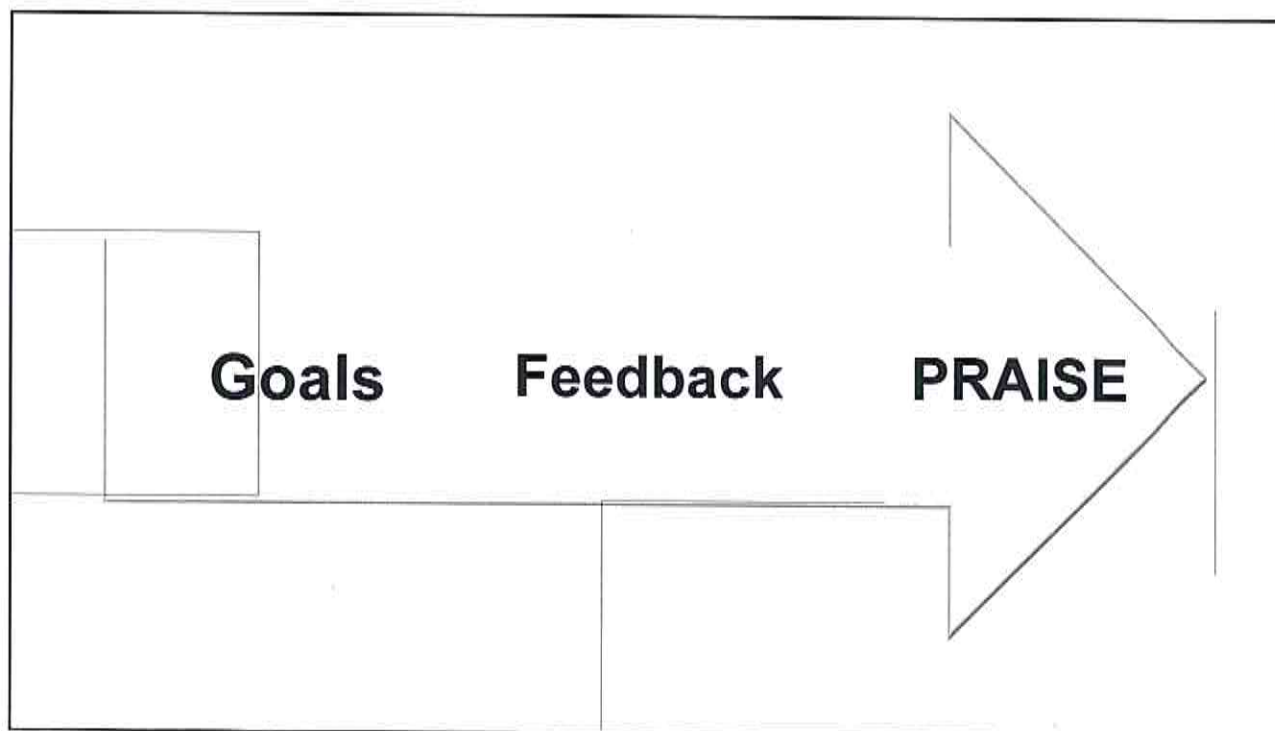
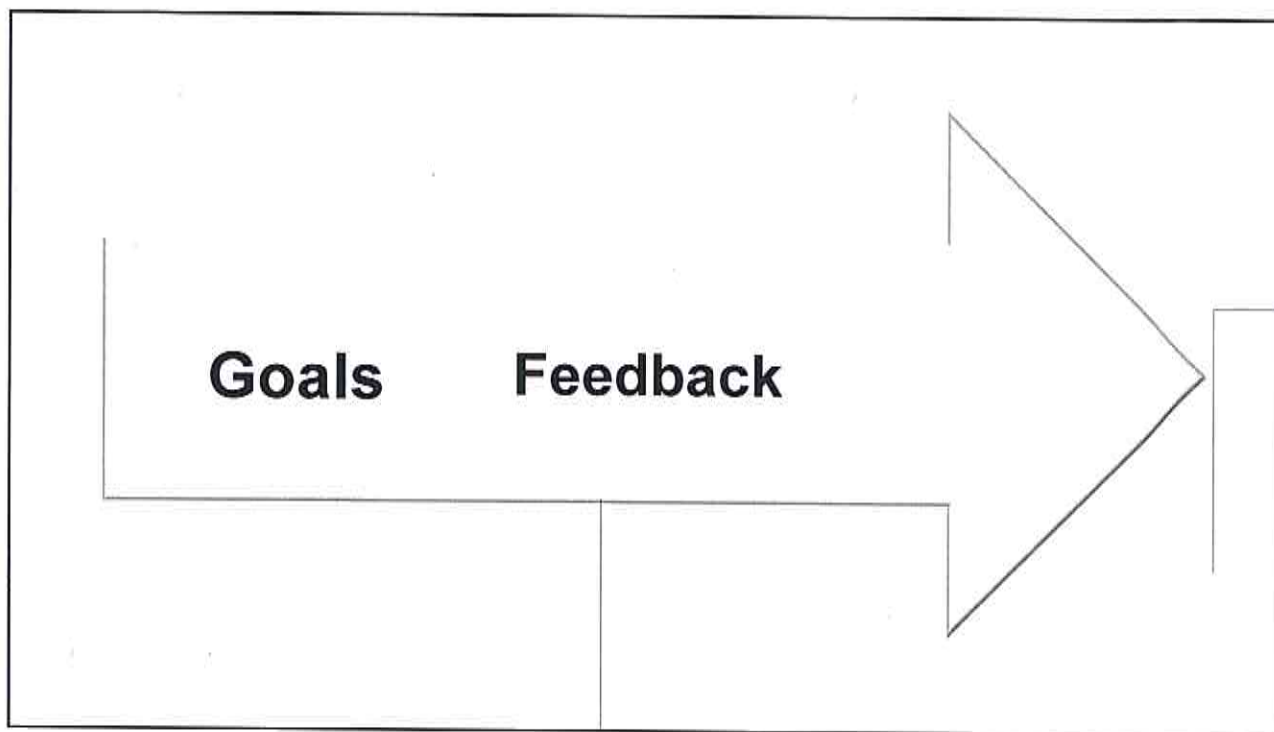


Ongoing Support



Goals





Monthly Staff Meetings



Case Example - Christy

Inappropriate attire for the
WIC clinic setting

Case Example - Keisha

Operating outside her
Scope of practice

Case Example -Jeanette

Disconnecting from the program

Case Example - Amber

Offended a participant

Case Example - Mandy

Violated confidentiality policies

Case Example – Jana

Did not contact clients she said she did on her time sheet

Signs of Success



Exit Interview



Retaining Peer Counselors



Turnover Not Always Bad



Job-Related Reasons



Personal Reasons



Solutions – Clinic Integration



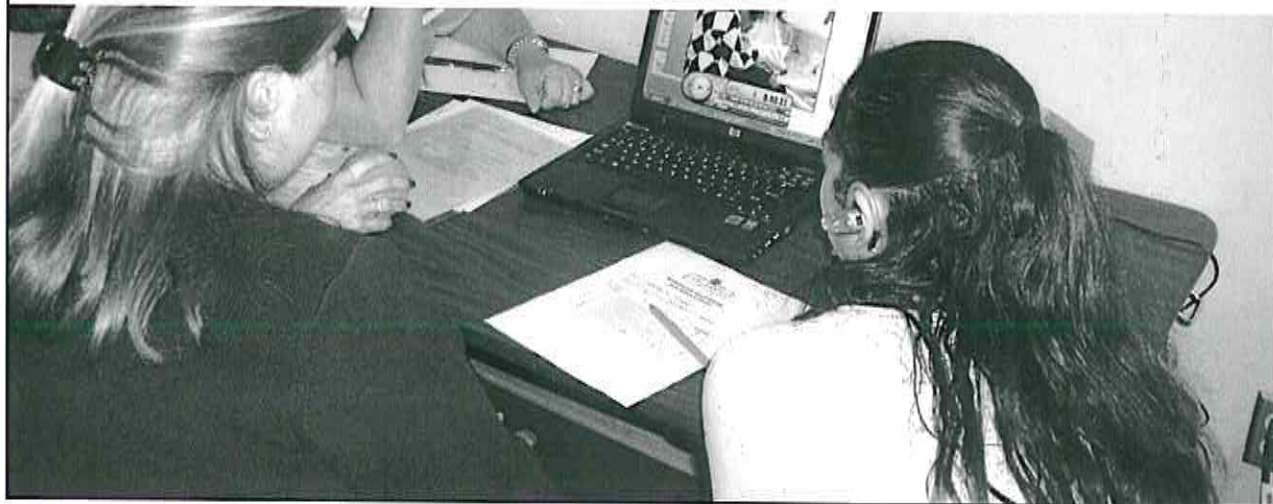
Solutions - Communication



Solutions – Career Path



Solutions – Professional Growth



Social Interaction



Celebrate!



Thank you!



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