

PEER DRIVEN WORK: KEY ISSUES & RECOMMENDATIONS

01

PEER WORK IS UNIQUE

- Peer workers start with heart
- Use lived experience as a bridge to meet client needs
- Help clients break through barriers & discrimination
- “Peer worker” title can be stigmatizing- ‘outing’ someone without context



RECOMMENDED

- Policies, protocols, operations handbook, & orientation for new hires. Use peer workers as mentors!
- Community network of resources
- Promote respect for Peer workers to lead how they share their stories with others in workplaces

02

CREDENTIALS

- Credentials often measure value in an organization
- Inequitable compensation, poor succession opportunities & turnover
- Feelings of tokenism in workplaces
- Not always valued as a professional



RECOMMENDED

- Advocacy at systems & policy levels
- Educate about the role
- Continuing education about systemic discrimination in workplaces

03

EMOTIONAL IMPACT

- Feel isolated & misunderstood in workplaces
- Peer-client relationship can be challenging when client is struggling
- Pervasive effect- Peer workers can't “clock out from their lived experience”



RECOMMENDED

- Minimum of 2 Peer workers in a team
- Frequent supportive check-in's with leaders
- Community of practice with other Peer workers & protected time for engagement



For more information about this event please [click here.](#)

