Peer Support Canada www.peersupportcanada.ca

REQUIRED COMPETENCIES OF PEER SUPPORTERS

What are Required Competencies?

Peer support workers are expected to demonstrate skills and abilities that are representative of the following key competencies. An ability to demonstrate these required competencies make up one of the required standards of practice for peer support certification with Peer Support Canada. These competencies were developed by Peer Support Canada in collaboration with peer support leaders from across the country. They align with the MHCC Guidelines for the Practice and Training of Peer Support.

1. Interpersonal Relations

Interacts in a manner that honours the dignity of others and strives to build positive respectful relationships. Strives to make others feel comfortable and conveys genuine interest in their peer. Even in a difficult or tense situation strives to maintain a level of respect and consideration for the other.

2. Demeanour

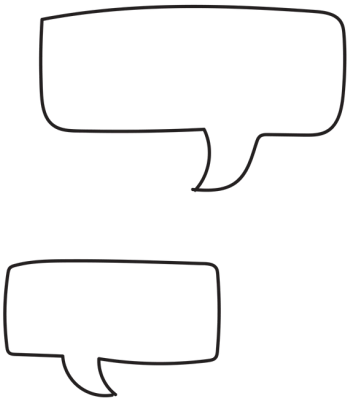
Is sensitive to what another might be feeling, demonstrates a capacity for nonjudgmental empathy, and responds from an equal, genuine, and sharing point of view. Selectively self-discloses own experience in a manner that ensures the relationship remains peer focused.

3. Communication

Listens with empathy and without judgement, holding their peers in unconditional high regard. Uses communication styles and skills to improve understanding and adapts the style and tone of communication to suit the listener and the situation. Communicates using recovery language and emphasizes the strengths of their peers.

4. Critical Thinking

Engages in active listening skills to better understand a situation and recognizes that there is more than one way to look at an issue. Considers the possible implications or outcomes of their actions and, when asked, will help peers to explore the outcome or possible consequences of various options. Demonstrates good judgement in respecting the limits and boundaries of their role.



5. Hope

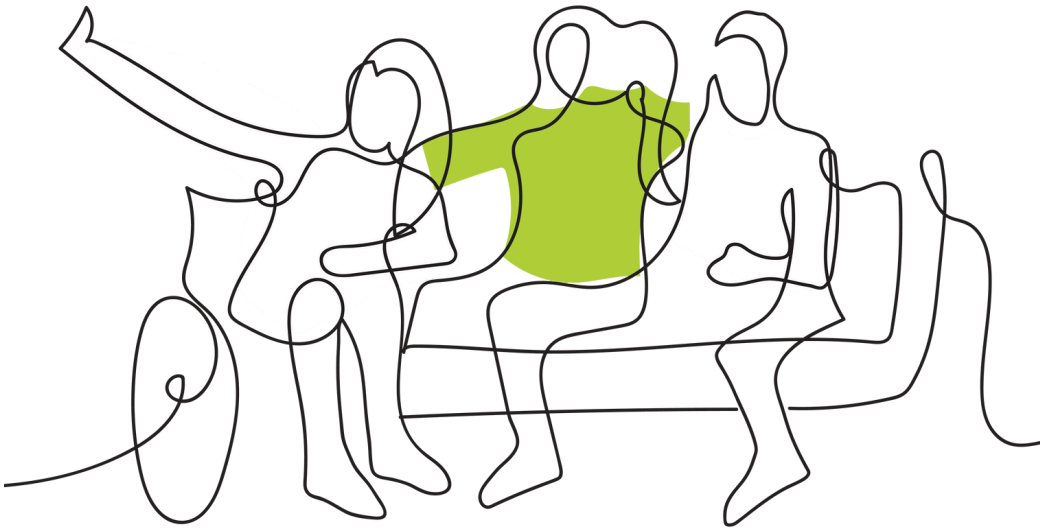
Operates from a sense of hope expressing confidence that others will be successful in their own personal journeys of recovery. Strives to model realistic optimism and a belief that even in difficult situations positive choices can be made.

6. Self-Management & Resiliency

Understands the importance of self-care and stress management and models the practices that work best for them to remain healthy while supporting others. Strives to maintain calm and diffuse stressful or challenging situations.

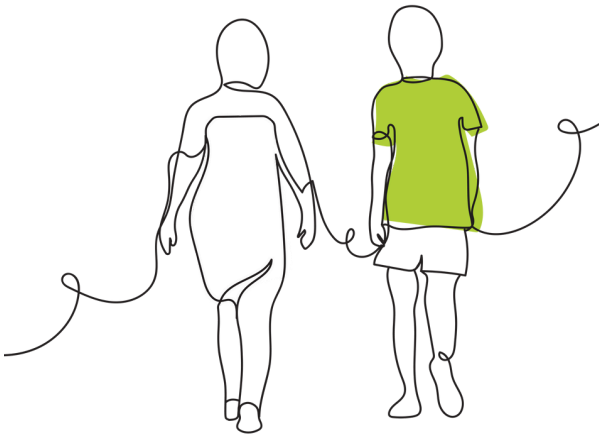
7. Flexibility & Adaptability

Is open to new ideas, deals comfortably with ambiguity, and adjusts plans or behaviours to better suit a given situation. Is willing to be open-minded and compromises when needed.



8. Self-Awareness & Confidence

Interacts in a manner that demonstrates a balance of self-confidence with openness to the thoughts and opinions of others. Self-reflects and understands that personal thoughts and attitudes can influence their behaviour and actions.



9. Initiative & Commitment

Is dependable and carries tasks through to completion. Demonstrates good judgement knowing when insight or assistance should be requested from another and are trustworthy when working independently.

10. Teamwork

Shares knowledge, ideas and resources with team members in a cooperative and collaborative manner. Strives to fulfill their role and responsibility within the team while respecting the roles and responsibilities of the other team members.

11. Continuous Learning & Development

Strives to approach life and work in a curious manner, identifies areas where personal growth may be helpful, and takes advantage of opportunities to learn and develop. Recognizes the value of on-going personal growth and skill development and maintains a connection with a peer support community as a resource to stay 'grounded' in the work of authentic peer support.

To learn more about the standards of practice for peer support, see Core Values of Peer Support, Peer Support Canada Certification Handbook, and the Peer Support Canada Knowledge Matrix.

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