

PEER SUPPORT TEAM MEMBER

While Mental Health professionals lead group interventions, the Peer Support team member plays a vital role in providing TISM services. Since Peer Support team members are from their respective departments, participants more quickly experience a sense of trust in the process. Most often team members serve within their own department, however, all team members serve as part of a statewide team that may cross department lines.

General Requirements:

Peer Support team members must meet the basic requirements of their role and have the support of their Appointing Authority.

- Have or receive ICISF Certification in Group Crisis Interventions
- Make a two-year commitment to team membership and participation
- Provide, through the application process, recommendations from three references (one must be from a supervisor)
- Have interest and knowledge in the following areas: Crisis Intervention, Grief and Loss, Stress Management, Group Process/Communication, and Work place violence/trauma

Competencies:

A strong interest in the TISM concept and the ability to:

- Maintain confidentiality
- Demonstrate maturity and good judgment
- Demonstrate empathy and sensitivity to others
- Maintain respect and trust of their Department, ESP and various organizational structures
- Tolerate and respond appropriately to descriptions of traumatic events
- Maintain calm in crisis situations
- Demonstrate team work

Peer Support team members must be able to fulfill the following duties:

- Assist the Department Coordinator and/or State TISM Coordinator as needed
- Review the TISM Manual prior to providing services.
- Immediately, or as soon as possible, notify Department Coordinator and/or State TISM Coordinator of traumatic events that occur at the worksite and assist with participant identification as appropriate
- Encourage employee participation at TISM services, as appropriate
- Immediately, or as soon as possible, return calls to the Department Coordinator and/or State TISM Coordinator
- Provide TISM services per the Peer Support Role, adhering to ICISF and State TISM protocols
- Be aware of personal and role limitations and seek guidance when appropriate
- Participate in post-review activities
- Attend and participate in scheduled departmental TISM meetings
- Notify Department Coordinator of any changes in worksite assignment, address, phone etc.

TISM team members DO NOT:

- promise a TISM service debriefing before consulting with the Department Coordinator/Statewide TISM Coordinator/ESP
- overstate competency level
- share with other parties specifics of what was said in a TISM service: IE: Management, Union, TISM Ad Hoc or other Committee.
- resolve work related issues/concerns