

THE WHOCC PEER SUPPORT WORKERS PROGRAMME

- In 2012, the CCOMS set up and rolled out **the Médiateurs de Santé-Pairs programme (MSP) (peer support Workers programme), which trains and supports the recruitment of former users of mental health services, who have recovered or are in the process of recovering, in hospitals and medico-social mental health facilities. Initial training and employment go hand in hand.**
- The term « peer support workers" is used to describe a **new category of person working in care and support services, whose role is to mediate in health and mental health matters.**
- Drawing on experiences in other countries, in particular Quebec, England and Scotland, and adapting them to the French context, the MSP programme aims to enhance the experiential knowledge and training of former (recovered) users of psychiatric services, in order to demonstrate the effectiveness of peer support in the care and support of people with mental health problems.
- Since 2018, as part of the programme, the CCOMS has been running **the Health and Social Sciences degree - Health Mediator-Pair (University of Bobigny-Paris 13)** and, since January 2022, **the Social Intervention degree: support for specific groups - Health Mediator-Pair (University of Bordeaux).**



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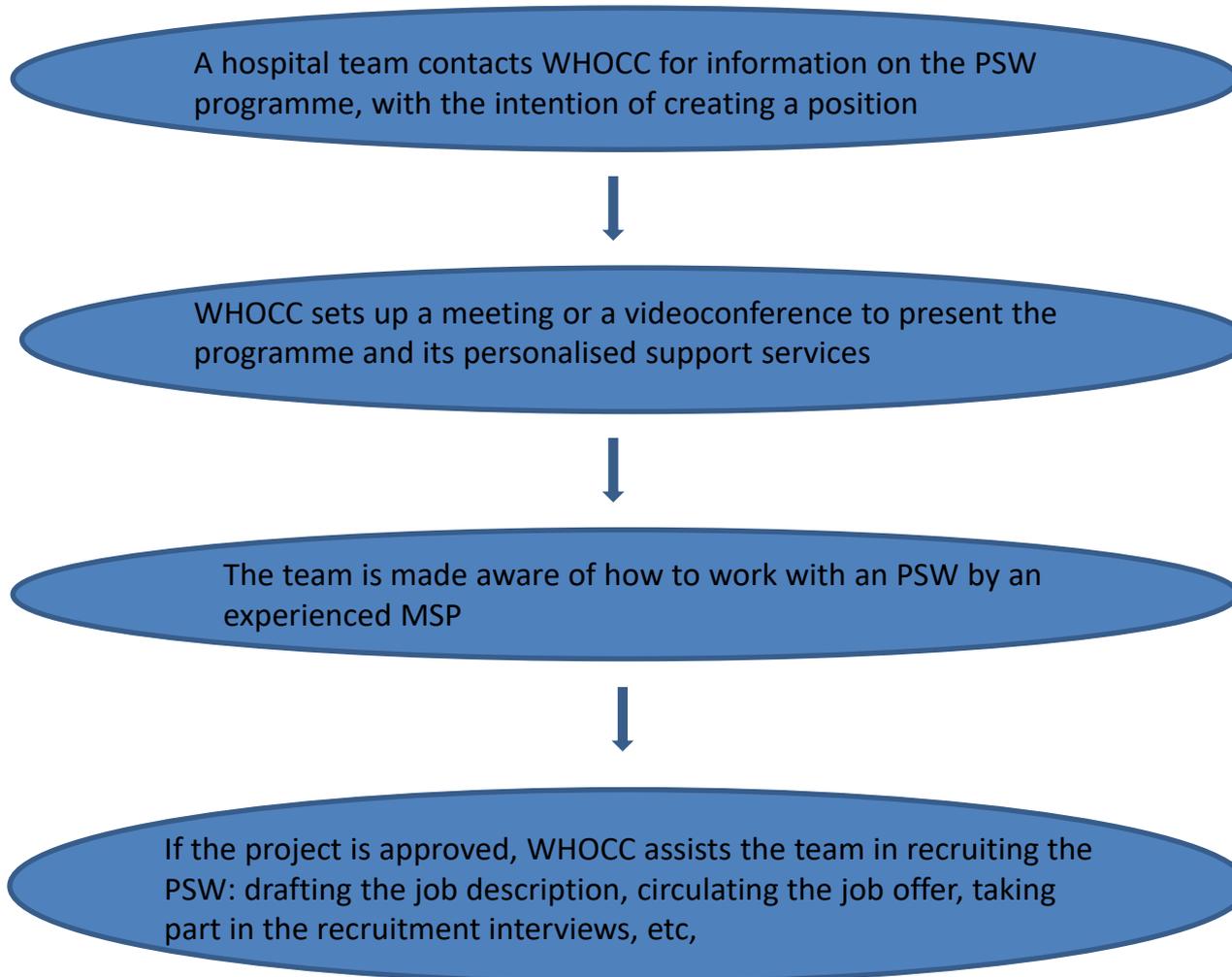
Médiateurs de Santé-Pairs sont actuellement en activité sur le territoire

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Centres hospitaliers, structures médico-sociales ou associations ont collaboré, depuis 2012, avec le CCOMS pour déployer un ou plusieurs postes de MSP



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Users contact WHOCC to request information about the job of peer support workers, as well as recruitment and training procedures.



Mental health users can consult job offers on the programme's Facebook page and apply directly for positions in hospitals



If they are selected for an interview, they are interviewed by the recruiting team – WHOCC will be present at the interviews.



If the candidate is recruited, WHOCC puts the application on line with the university to proceed with registration. The school signs an agreement with the university for the payment of training fees.

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- There are a number of questions that departments, units and divisions can ask themselves about their ability to integrate this new profession into their teams: How did this decision come about? Who in the division or department is behind this initiative, and who initiated it? Is it the right time to undertake the integration of this new competency? Etc.
- Recruiting a peer support worker can also be motivated by the expectations of public bodies and funders. This is a risk factor, because if the integration of an PSW is an additional box to tick among the various institutional expectations, the team may not have had the time needed to think about it collectively, the time to ask itself what its project is, why and how it plans to create this new post.

In short, the role of the CCOMS is to provide personalised support to healthcare teams as they consider the creation of a Health-Pair Mediator post within their organisation.



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- The integration period requires a great deal of adjustment on the part of both the PSW and the team. Which is why WHOCC offers PSW personalised support in the form of individual meetings, in person and by telephone, on request. The aim is to give the PSW the benefit of the WHOCC experience of professional integration within teams: the obstacles identified, the facilitating attitudes, the tensions within teams, the issues within establishments that led to the recruitment of PSW.
- PSW integrate services in different ways : the experiential knowledge built up from the PSW knowledge of his or her disorders and recovery pathway, as well as his or her professional background and any associative commitments, help to gradually construct each particular PSW position.