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Pennsylvania Recovery
Organizations Alliance

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Substance Use Peer Recovery Support Service (SUPRSS)

Supervision & Recovery focused agency wellness questions to consider

Overview: *Recovery focused organizations are designed in ways that emphasize resiliency. They operate with a focus on shared decision making with an emphasis on collaborative processes. Such an orientation fosters a culture of recovery within and beyond the program. Supportive management strategies that demonstrate concern about the physical safety of workers and infuse recovery perspectives in all areas of program design and implementation are also critically important. It is an axiom that human service care systems function best when all members have meaningful input into their job duties, the patient care process and flexibility in how they carry out responsibilities. Systems that emphasize, model and embrace recovery in all areas of their operations are worth the effort to develop and sustain high quality care to develop and sustain an environment that emphasizes resiliency and growth.*

Clarity of role and function across team

- Does the SUPRSS worker have a clear role and function within the program?
- Do other program staff know what SUPRSS workers do and how their work supports program goals?
- Are the SUPRSS workers considered equal and contributive members of the care team?

Safety and inclusion of team members

- Is there attention paid to the physical safety of SUPRSS workers as they go out into the community?
- Do the SUPRSS workers have the ability to make changes to their duties in order to support their own safety and effectiveness for the work that they do?
- Is the emotional and mental well-being of all agency workers considered and discussed in supervision?

Ethics and boundaries

- Are boundaries & managing dual roles regularly discussed in team meetings and individual supervision?
- Are relevant laws, regulations and policies discussed with SUPRSS workers as part of regular team meetings and individual supervision?
- Do program managers foster an environment that encourages ongoing dialogue across the care team about potential ethical conflicts in order to improve services and ensure high standards of care?

Growth, training and education

- Are staff, including SUPRSS workers properly trained as part of orientation so that they are able to provide the duties that they are assigned?
- Is a “growth mindset” infused in the program, to ensure that there is a sustained focus on fostering a learning environment for all employees and clients?
- Are there clear pathways of advancement / use of tuition reimbursement and training to assist workers, including SUPRSS workers in advancing in their careers?

Trauma responsive / resiliency focused care

- Is self-care and support for workers emphasized at all levels of agency operation?
- Is trauma debriefing a regular process when employees are exposed to particularly traumatic events?
- Does the agency emphasize resiliency in ways that encourage team members to support each other and step in to assist each other with duties when any one member needs help or support?