



# Steps to Success:

## Setting up and managing a Peer Support Project

### Step 1: Identify the need for your project

Be clear about who the service is aimed at, have they been consulted, what are their needs and how will you meet these, following this, in partnership with the students, select the most appropriate Peer Support Model to use model to use.

### Step 2: Plan your project

Consider and reflect on the aims of the project, objectives and outcomes, and the services you are going to provide as part of your peer support project. Develop a clear organisational structure for the project, including identifying partners, key roles and responsibilities of staff and students. This can be done in consultation with the Peer Support Development Officer.

### Step 3: Ensure appropriate policies and procedures are in place

Ensure that appropriate policies and procedures are in place to manage the safety and effectiveness of the project.

### Step 4: Recruit and select Volunteer peer Supporters

Identify the qualities, experience and characteristics of the potential Volunteer Peer Supporters you would like to involve. Decide on the most appropriate method of recruitment, selection and induction.

### Step 5: Identify potential beneficiaries

Develop clear eligibility criteria and actively promote your project to potential recipient students. Brief potential recipients on what they can expect and what support they will receive to ensure the expectations of both parties can be met.

### Step 6: Prepare and train your Peer Supporters

It is essential that the Peer Supporters receive adequate preparation and training for their role. This should be tailored to the role you want them to undertake and the needs of the recipient students.

### Step 7: Match Peer Supporters and Recipient Students

This can be done in a number of ways from simple alphabetical selection, to using a range of matching criteria including common interests and experience as well as the needs and preferences of the Recipient Student. These relationships need to be kept under review and new matches made if relationships break down.

### Step 8: Provide supervision and support

Providing regular supervision and support to Peer Supporters is vital if they are to remain motivated, confident and capable in their role(s). Ensure that you keep in regular contact with both Volunteer Peer Supporters and Recipient Students. Build in opportunities for additional training and social events.



### Step 9: Manage/review the progress of Peer Supporters relationships

Both sides should have a clear understanding of the objectives and/or outcomes to be achieved from with the one to one or group relationship. There also needs to be an agreed basis for monitoring and recording progress.

### Step 10: Monitor and evaluate your project

Use the information gathered during the course of your project and from conducting interviews, focus groups, ID Tracking and testimonials to analyse what you have achieved and the difference your project has made.

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