

# Perspectives of organisation & team

Peer group  
workers

- social care workers, with their own experience of homelessness

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## How do I find good peer group workers?

- Requirements:
  - mentally stable / stable in life
  - know the attitudes and basic principles of HF
  - deal positively with their past and contribute this to the support work
- Recruiting:
  - Relations with social workers of affected peers
  - Disseminate job adverts via homelessness networks

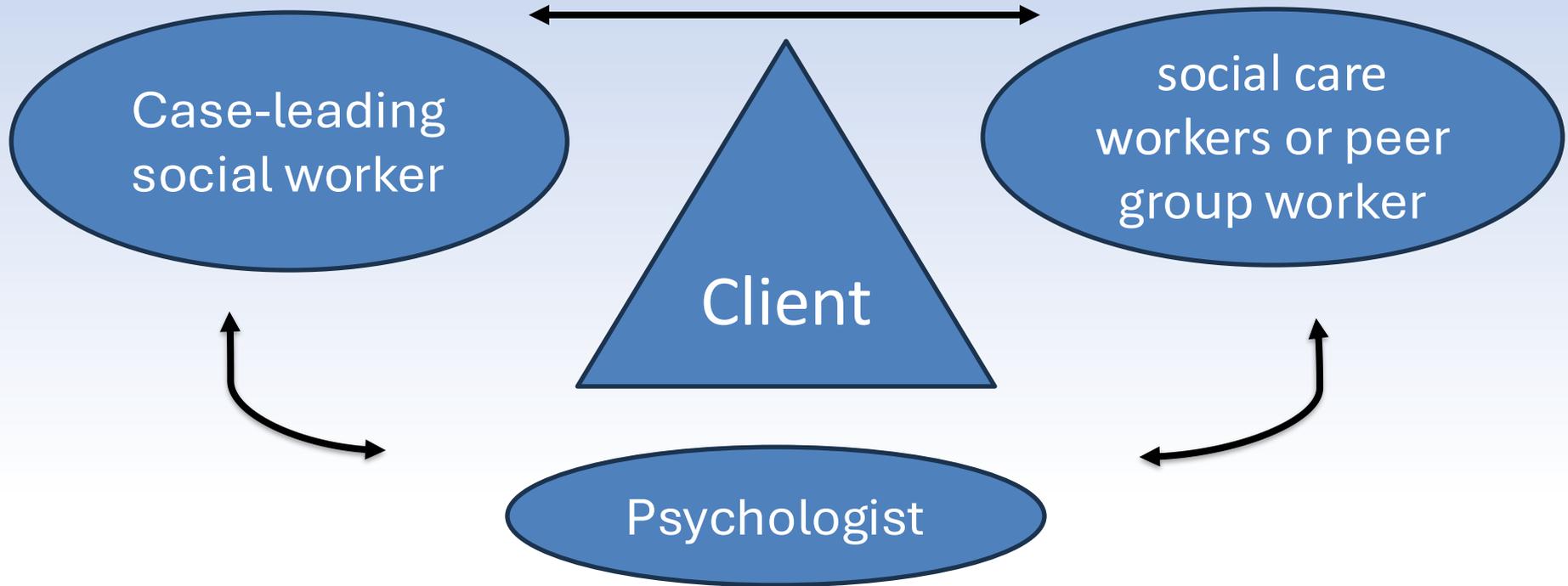
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## What do peers need in terms of their induction?

- Possibility of voluntary work in the beginning
- Skills: teamwork, flexibility, social skills and a healthy approach to closeness and distance
- Familiarisation by management and peer group worker
- Induction in the co-team by social workers
- Exchange among peers in Germany and Europe (Federal Association Housing First)

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How is the division of labour and cooperation in the multi-professional team organised?



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## Multi-professional team

- Co-team meetings once a month
- Weekly team meetings
- Communication between the two co-counsellors very important
- Written documentation (client file)
- Extraordinary case discussions

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## How are peers involved in the counselling work?

shops

public  
offices

doctors and  
hospitals

flat  
viewings

furnishing  
the flat

manual work  
in the flat

authorisation  
of social  
benefits

Writing letters  
with clients

offer group  
activities



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## What is the particular added value?

Better  
empathy

Addressing and  
uncovering  
grievances

„Bridge  
builder“

Communication  
on one level

Gaining  
knowledge for  
the helpers

