

# Peerwork in Housing First



## Perspectives - Chances - Challenges

- Introduction Housing First Berlin
- Perspectives of the peers
- Perspectives of organisation & team
- Conclusion

# Introduction Housing First Berlin

## Project information

- Started 2018
- Currently 900.000 € grant
- appr. 80 apartments for participants
- appr. 60 participants in support
- two office locations

# Introduction Housing First Berlin

## Team information

- 12 employees
  - 9,7 full time equivalents
  - 1 project leader, 1 housing management, 5 social workers, 2 social assistants, 1 psychologist, 2 peerworkers
  - decision for multiprofessional team including peerwork
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# Perspectives of organisation & team

## Peer group workers

- social care workers, with their own experience of homelessness

# Perspectives of organisation & team

## 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

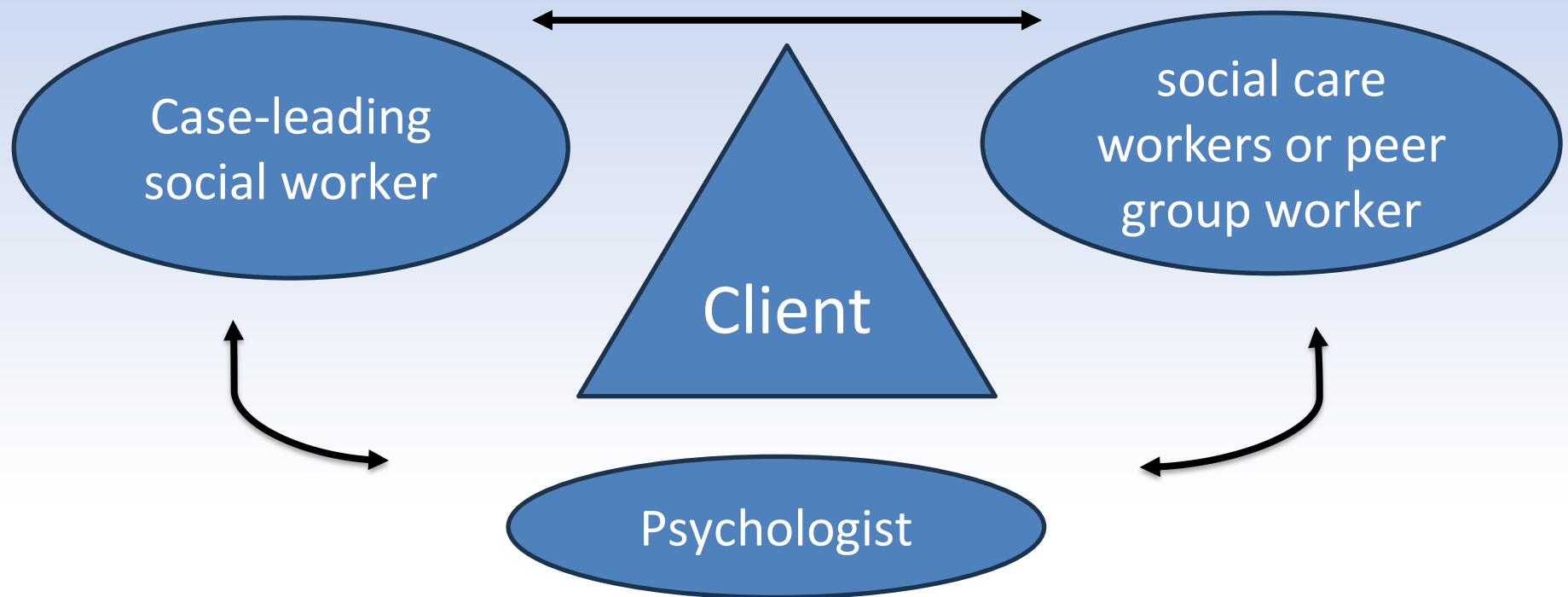
# Perspectives of organisation & team

## 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)

# Perspectives of organisation & team

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



# Perspectives of organisation & team

## 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



# Perspectives of organisation & team

## 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

# Perspectives of organisation & team

What is the particular added value?

Better  
empathy

Addressing and  
uncovering  
grievances

„Bridge  
builder“

Communication  
on one level

Gaining  
knowledge for  
the helpers

# Thanks

# for your attention



**For translation service thanks to:**

