

Beverley Rose, The Netherlands

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User Research Centre



Dutch association of experienced experts



Quality system for the profession
of peer support workers



User Research Centre



A collaborative *virtual network* of user-researchers in mental health.



Results and solutions, helpful for organisations and their members to *improve the field*.

Dutch association of experienced experts in care and welfare

- Since 2012
- Connecting peers, active in various professional roles:
 - Peer support worker
 - Quartermaster
 - Advocates
 - Advisor
 - Teacher, Trainer, Coach, Supervisor
 - Researcher
 - Other professionals with lived experience
 - Etc.



Peer experts in The Netherlands



- Built within the psychiatric user movement
- The number of peer workers is increasing
- Administrative agreement 2019-2022: **“more and better use of people with lived experience”**



Starting points

Patient/client is co-creator

- Individual level
 - treatment, shared decision making
- System level
 - team
- Policy level
 - service, government





2020-2022 National study and development quality system

- Funded by the Ministry of Health
- Focus = Mental Health care

A photograph of several small green seedlings growing in a dark brown, textured seedling tray. The seedlings are at various stages of growth, with some having two leaves and others just emerging. The background is a soft, out-of-focus green. The entire image is framed by a blue border on the left and top, and an orange border on the bottom and right.

PROFESSIONALIZATION

KvE



KvE project

Four subprojects:

1. Study
2. Quality standard
3. Streamline training & assessment framework
4. Professional register and code, BoKVAS



1. A national study about peer workers

- How many?
- Where do they work?
- Doing what (exactly)?
- Certified or not?
- Paid or not?
- Satisfied? Why (not)?
- How do they experience their role in 'the system'?
- Etc.

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2. Quality standard

- Including guidelines



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3. Streamline training

- Including assessment framework
- Curricula 2, 3, 6, 7 (besides 4 & 5)



4. Professional Register and Code

- Including BoKVaaS
- Registration based on training and/or experience
- Code to create clarity for peer workers, clients, other professionals



BoKVAS

- Body of Knowledge, Values, Attitudes and Skills



PROFESSIONALIZATION BECAUSE... IT IS ALL ABOUT THE PROFESSION

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