WELCOME TO ZALEWA CLINIC

WE OFFER THE FOLLOWING SERVICES
- HIV TESTING AND COUNSELING
- ART / PMTCT
- FAMILY PLANNING, VIA.
- STI TREATMENT, MALARIA.
- ANTENATAL CARE

WORKING DAYS: MONDAY TO FRIDAY
WORKING HOURS: 7:30 AM - 3:30 PM

Peer Supporters

Presented by
Grace Ngulube
Blessings Banda MPH
How – recruit, train & support

• Criteria
  • Hard working & committed to working with young people
  • 18-25 years, virally suppressed and fully disclosed
  • Selected by health providers and peers

• Need
  • Supportive & interested clinic and /or community partner
  • Enabling environment (training, information and space)
  • Clear job description, scope of work with regular clinic supervision
  • Acknowledgement and recognition, involvement in meetings
  • Remuneration/stipend to support travel and basic necessities
  • Access to opportunities for skills building, personal growth and career development or promotion
What do Peer Supporters do?

- **counselling**
  - One on one or group counselling on adherence, SRH overcoming self stigma and providing support in disclosure to others

- **Information & education**
  - Health talks, share materials and information, text & WhatsApp communications. Social media for linkage to information & network events.

- **clinic services**
  - Manage clinic flow, triage (weight, height, BMS and BP), filing information, assisting transfer to nurse station, creating safe spaces & adolescent friendly corners.

- **psycho-social support**
  - Home visits, returning those LTFU, organizing & running teen clubs or camps, support groups & fun activities
The Peer Supporters Model

- Individual counselling on positive living
- Mental health oriented counselling
- Supporting individuals that got tested but have not started medication
- Home visits
- Follow up on WhatsApp, phone calls
- Provision of information on social media

- Setting up of community based support groups
- Working with support group members on weekly sessions with colleagues
- Integration of sports and art in support group strengthening
- HIV/SRHR sessions in community and educational institutions

Clinic

Peer Supporter

Individual advocates

Community Support Group

Supporting young people coming to the clinic
- Doing clinic based counselling
- Supporting minor clinic operations
- Following up on viral load tests and results
What Works

• Letting Peer Supporters Led
• Flexibility in how the project is run. Innovativeness and diverse styles.
• Supporting Peer Supporters with their individual development plans
• Continued capacity building for Peer Supporters
• Grooming other young people in the clinic apart from Peer Supporters
• Clear definition of roles of Peer Supporters to the rest of the clinic
Supporting Peer Supporters with their individual development plans

• Supporting Peer Supporters Individual Development Plans (IDPs)
• Understanding their homes set up and making good relations with their homes
• Listening to their worries and ideas
What Doesn’t Work

• Being rigid to one style of message dissemination
• Entirely taking Peer Supporters and their teams out of some project cycle components E.g. Project identification, Planning, M&E, proposal development
• Absence of initial Peer Supporters training
• Unclear definition of their roles in the clinic
Challenges

• How to integrate into health system or community
• Hierarchy in clinic, PS not always a priority (not respected)
• Limited resources to support range of activities requested
• Not accredited in the health system
• Future prospects & opportunities for growth?
• Lots of responsibility with limited support
Steps for Scale UP

• Stakeholders consultations
• Develop a scope of work
• Source/Develop tools for training, implementation and monitoring
• Set up a mentorship system (On going service support)
• Identifying systems for skills building, livelihood strengthening and career development
• Estimated Costing
SUCCESS

- Opportunity to learn new skills, attend meetings & trainings
- Increased levels of disclosure
- Less self-stigma
- Friendlier health providers
- Adolescents more comfortable to speak
- Clinic feels safer for YP

- Improved retention
- Improved adherence
- Increased viral suppression
Key messages

• Peer Supporters have bridged the gap that has been open for a long time
• Project leads need to be flexible and innovative in management styles as “ONE SIZE DOES NOT FIT ALL”
• Scale up needs to include all concern parties in and off the clinic
• Peer Supporters need to complement the 29 Days out of 30 Days that young people are not in the Clinic through support groups
• Peer Supporters need to be given enough capacity in psycho-social sector since they handle a lot of mental health issues that what is expected