

Peer Counselor Observation Tool

PC: _____ Observer: _____

WIC Clinic: _____ Date: _____

Type of Counseling: **Pregnant** **Breastfeeding** **Non-Breastfeeding**

Location of Counseling: **By Phone** **In Clinic**

Counselor Expectations	Yes	No	Comments
1. Uses the parent's name and baby's name if appropriate.			
2. Engages the parent through open-ended questions.			
3. Asks probing questions appropriately to better understand the parent's situation.			
4. Validates the parent's feelings through affirmations.			
5. Allows parent to guide the appointment and do most of the talking.			
6. Offers simple solutions or strategies to address the parent's concerns within scope of practice.			
7. Information provided is based on the evidence as addressed in the training.			
8. Refers participant to the appropriate staff, if necessary.			
9. Ends the counseling session on a positive note and offers appropriate follow-up.			
10. Documents contact with parents per <i>NPS Documenting in IWIC</i> - Contact history - Case Note includes information from client, education or counseling provided by PC, goal setting, referrals - Correct use of <i>link baby</i>			

New Peer Counselor Evaluation Tool

WIC Clinic: _____ Date: _____

Supervisor: _____

ES = Exceeds Standards

M = Meets Standards

N = Needs Improvement

Performance Measures	1 Month	3 Months	6 Months	12 Months
1. Completed the Peer Counseling training program, observations, and shadowing of DBE and experienced Peer Counselors.				
2. Completed Level 2 USDA WIC Breastfeeding Curriculum Training.				
3. Provides basic breastfeeding education and support to pregnant and breastfeeding WIC participants.				
4. Makes timely contact with new parent's based on established contact guidelines.				
5. Keeps all information confidential.				
6. Treats WIC participants with respect and courtesy.				
7. Uses effective communication/counseling skills to listen to WIC participants and affirm their feelings and understanding of breastfeeding. - Allows participant to do most of the talking - Asks permission to offer breastfeeding information				
8. Offers breastfeeding solutions and strategies within her scope of practice.				
9. Refers parents to WIC-DBE for problems beyond her scope of practice.				
10. Documents all contacts with WIC parents in WIC MIS (IWIC BFPC Documentation and Notes.)				
11. Completes all weekly, monthly activity logs on time according to agency procedure.				
12. Contacts Peer Counselor Supervisor for ongoing guidance.				
13. Attends scheduled PC meetings and WIC staff meetings.				
14. Arrives on time when working in the WIC clinic.				
15. Works well with other clinic staff.				
16. Performs other duties as assigned.				

Comments: _____
