

## **Self-Directed Support – Tools for change: Role maps**

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New approaches require changes to working methods and roles and new tools for change. The role maps presented next were created to support inclusion, freedom of choice, decision-making, and the right of self-determination.

Maps perspectives are the service user, employee, service provider, and cooperation.

Role maps were originally created as part of the Key to Citizenship and Sopiva projects in Finland. The work was carried out by Metropolia University of Applied Sciences.

# SERVICE USER

When using services, I have multiple different roles. As my situation in life changes, my strongest role at each time also changes. The professionals can help me in fulfilling these roles.





## **Roles of the service user**

In the role of a **Decision-Maker**, the service user makes key decisions that have an impact on their life and their services. They personally determine the services they need, actively provide feedback, and participate in the improvement of the quality of services.

In the role of an **Information Provider**, the service user provides information that pertains to themselves and their needs to others. This allows them to act as a person of full legal capacity.

In the role of an **Expert**, the service user acts as the primary expert on their daily life. They personally develop new solutions and approaches.

In the role of a **Partner**, the service user cooperates with other people as an equal participant. The partnership is based on trust and appreciation.

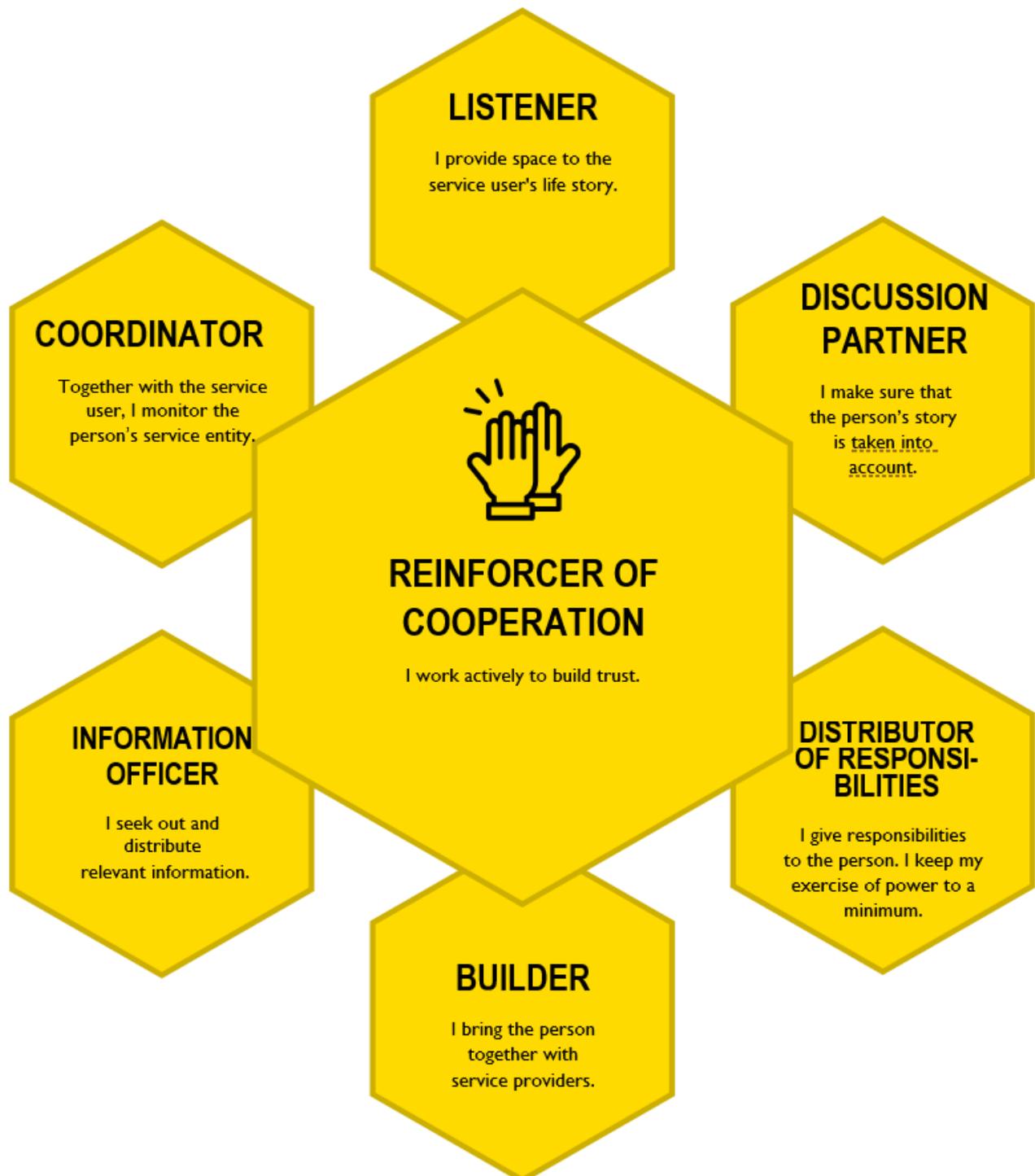
In the role of the **Responsible Person**, the service user commits to the decisions they make. They recognize the impact of their decisions. This requires effective communication.

In the role of a **Person in Need of Information**, the service user receives information on their services and on their rights. This increases the range of available services and the opportunities for inclusion.

In the role of a **Venturer**, the service user is enthusiastic and optimistic. They also have the courage to be fallible and to make mistakes. Courage is based on trust and good cooperation with others.

# I, THE EMPLOYEE

In my work, I have multiple different roles. Awareness of my roles allows me to develop in my job and to provide support to my clients. Different roles are emphasized in different situations.





## **Roles of the employee**

In the role of a **Reinforcer of Cooperation**, the employee works actively and in concrete terms to increase trust. They support the service user as they make important decisions. This role emphasizes social interaction skills and the ability to encounter and listen to people and account for individual needs.

In the role of a **Listener**, the employee provides time and tools for the service user that allow them to share their unique life story. They make sure that the person has access to the support necessary for communication.

At the same time, the employee observes the person's emotional states and approaches.

In the role of a **Discussion Partner**, the employee allows the service user's unique story to be heard by other people as well. They make sure that the person's story provides the foundation for the organization of services. It is important that the person's story is relayed to the service provider. This allows for a mutual understanding of the person's needs.

In the role of a **Distributor of Responsibilities**, the employee gives responsibilities to the service user in particular. They aim to reduce their own exercise of power and to analyze their personal attitudes. The employee reinforces the person's self-confidence and supervises their legal rights.

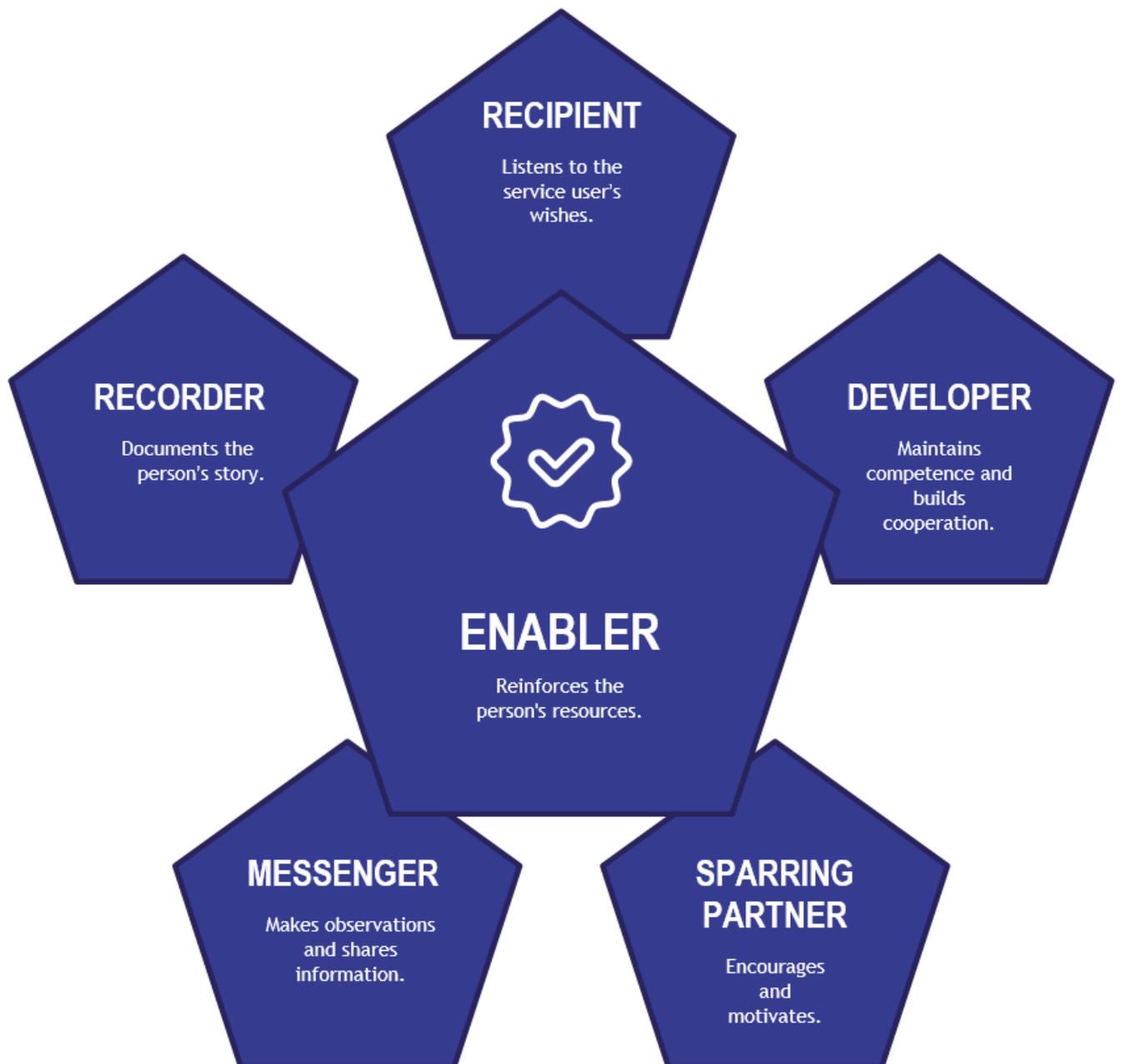
In the role of a **Builder**, the employee brings the service user together with service providers. They maintain long-term, multisectoral cooperation between the different parties. The employee familiarizes themselves with local services and operators. They can also go beyond the social welfare and healthcare sector to find solutions to the person's issues.

In the role of an **Information Officer**, the employee seeks out and shares information both independently and with the service user. They ensure that the person is aware of their key rights. An appreciative encounter makes both the employee and the person stronger.

In the role of a **Coordinator**, the employee organizes and integrates networks that are important to the service user. Together with the person, they monitor and evaluate the person's service entity. The employee supports the person particularly in changing situations.

# SERVICE PROVIDER IS FAMILIAR WITH THE SERVICE USER'S NEEDS

A Service provider has many key roles. Among other things, the service provider protects the person's right of self-determination and develops services. Different roles are emphasized as the situation changes.





## **Roles of the service provider**

In the role of an **Enabler**, the service provider reinforces the service user's resources and protects the fulfilment of the service user's right of self-determination. The service provider acts in a manner that promotes the person's best interests.

In the role of a **Recipient**, the service provider listens to and takes into account the service user's life story when preparing the service plan for the person. This creates a mutual understanding of the options available for customizing services to match the needs of the person.

In the role of a **Developer**, the service provider maintains and develops their own competence. They work to build close cooperation with service users, developer clients, service organizers, and specialists from different fields. The services produced by development work are increasingly versatile.

In the role of a **Sparring Partner**, the service provider spurs on the service user in achieving their objectives and motivates and encourages them. The service provider offers the person a safe environment where they are able to utilize their abilities and test their limits while learning new things.

In the role of a **Messenger**, the service provider gathers information on the service user's situation, passing on understanding to the employee.

In the role of a **Recorder**, the service provider documents the service user's experiences and their own professional observations. They utilize versatile documenting tools and ensure that the information is also accessible to the person.

# WE ARE BUILDING A PARTNERSHIP





**Service organizer and service provider:  
good partnership in person-centred work**

It is your job to work together to support the service user in their decision-making. This requires the following things, for example, from the cooperation:

Transparency

Offer the service user a genuine opportunity to explore different options regarding services and support.

- Arrange a preliminary meeting with the person to prepare a service plan. Evaluate the person's needs.
- During the meeting, utilize methods of communication and self-expression that are the most suitable for the person. This could include the use of pictures, audio materials, and texts.
- Reserve enough time for the meetings at the beginning of the person relationship as well as toward the end.

Equal encounter

The service user is an expert on their own life. They have access to information no one else has – Listen to the person's story

- Respond to any questions that are brought up using your personal skills and competence.

Trust

Provide the service user with information that reinforces their trust in their own decision-making and the services.

Good interaction

Use communication methods and tools that are the most suitable for the service user.

- Concentrate on listening to the person's personal point of view on their situation in life.
- Reserve enough time for the meetings.

Joint development

Prioritize the service user's experiences in the evaluation of services. Provide support for change and inclusion.

- Take the person's suggestions and ideas into account in the development work.
- Invite development persons to participate in the work.

Flexibility

Make yourselves actively available to each other. React quickly to the service user's changing situations.

**Service organizer and service provider:  
good partnership in development work**

Regularly engage in joint development work. New type of cooperation allows you to create services of increasing quality and versatility.

Agree on the methods and resources used in the development work together.

Create a mutual understanding of the need for change.

- Move from diagnosis-orientation toward a person-centred approach.
- Consider the extent and timeliness of the services.
- Revise the information to make it more accessible.

Choose a working method that best supports the objective.

- Which method is the most suitable: networking, cross-sectoral teams, working groups, or some other alternative?

Agree on contact persons and the parties who convene the team. Pay attention to both person and needs-oriented approaches and multivocationality.

Choose methods that allow you to harness the various skills of team members.

- Experiment with novel solutions, such as walking meetings, visits, or presentations on each person's work for the other members of the development team.

Commit to working together and maintaining a schedule. Agree on places

where the work will be carried out.

- Offer suitable facilities from your individual places of work.
- Find completely new places where you could meet.
- Familiarize yourselves with the everyday environments of the service users.

## **Good partnership:**

### **The service user and the service organizer**

#### Comprehensive approach

As the service user, I want to plan a life that is my own in a comprehensive manner. Together with the service organizer, we will examine:

- What objectives do I have as a user of the services? What do I dream of otherwise in life?
- How my wishes, fears, and expectations can be taken into account in the services?
- What are the things that need to change in order for my objectives to be fulfilled?

#### Effective practices

Services have a significant impact on my daily life and the way I live my life. It is important that the people in charge of my service plan get to know me and familiarize themselves with my situation in life during the planning. Together with the service organizer, we can consider:

- How to arrange time for us to become familiar with each other?
- What tools and methods do I need in order to share my story and my wishes?

The service organizer will survey both new service providers and those that are already familiar to me. Together we can discuss how different service providers are able to respond to my individual needs. I am provided the opportunity to meet with the service provider.

#### Ensuring the accessibility of information

Records and decisions pertaining to me are prepared in a manner that ensures they are comprehensible and accessible. Where necessary, I have access to inclusive documentation.

#### Customer-orientated approach

The service organizer prioritizes my best interests. I have the right to specify the activities or services I wish to participate in. The service organizer will observe both the law and professional ethics in their activities.

**Good partnership:****The service user and the service provider**

## Commitment

As the service user, I am provided a service that is of good quality. The service provider is active in promoting the fulfilment of my rights. My resources and objectives are taken into account. The service provider aims to ensure continuity and a person-oriented approach.

## Desire to change

The service provider recognizes their ability to help and support. Where necessary, my services are redesigned boldly in order to create new solutions. The service provider will advise me and those close to me and provide information on any changes.

The service provider will act as my sparring partner, encouraging and motivating me.

