

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.

How to use the map

The role map helps the service user to clarify their situation in life and to express their needs. It supports the discussion when the person's hopes and fears are examined. The map can help people to conceptualize their own position as the user of a personal budget, for example.

In the life of a service user, the importance of the different roles varies over time. In a specific situation in life, one of the roles may become more emphasized. Similarly, the person's need for support also varies depending on their resources and situation in life.

You can examine the importance of each role with the person on a scale from 1 to 5, for example:

- 5 Overly emphasized role
- 4 Suitably strong role
- 3 Developing role
- 2 Role that needs reinforcement
- 1 Completely missing role

Discussion process

1. Reserve a suitable time and place for the discussion.
2. Allow the person to bring up different roles in their preferred order. You can also ask the person to mention one or two roles they would like to discuss in particular.
3. Ask elaborating and summarizing questions. Make your information and points of view available to the person.
4. Keep the focus of the discussion specifically on the service user's roles. Do not allow the focus to shift to service contents or personal relationships, for example.
5. Discuss the individual roles comprehensively. Utilize practical examples.
6. Prepare a plan for developing a specific role toward the desired direction. Discuss the desired relationships between the roles.
7. Together with the person, consider how the roles could be developed further and practiced.
8. Create a plan for how to proceed.
9. Schedule the next discussion.