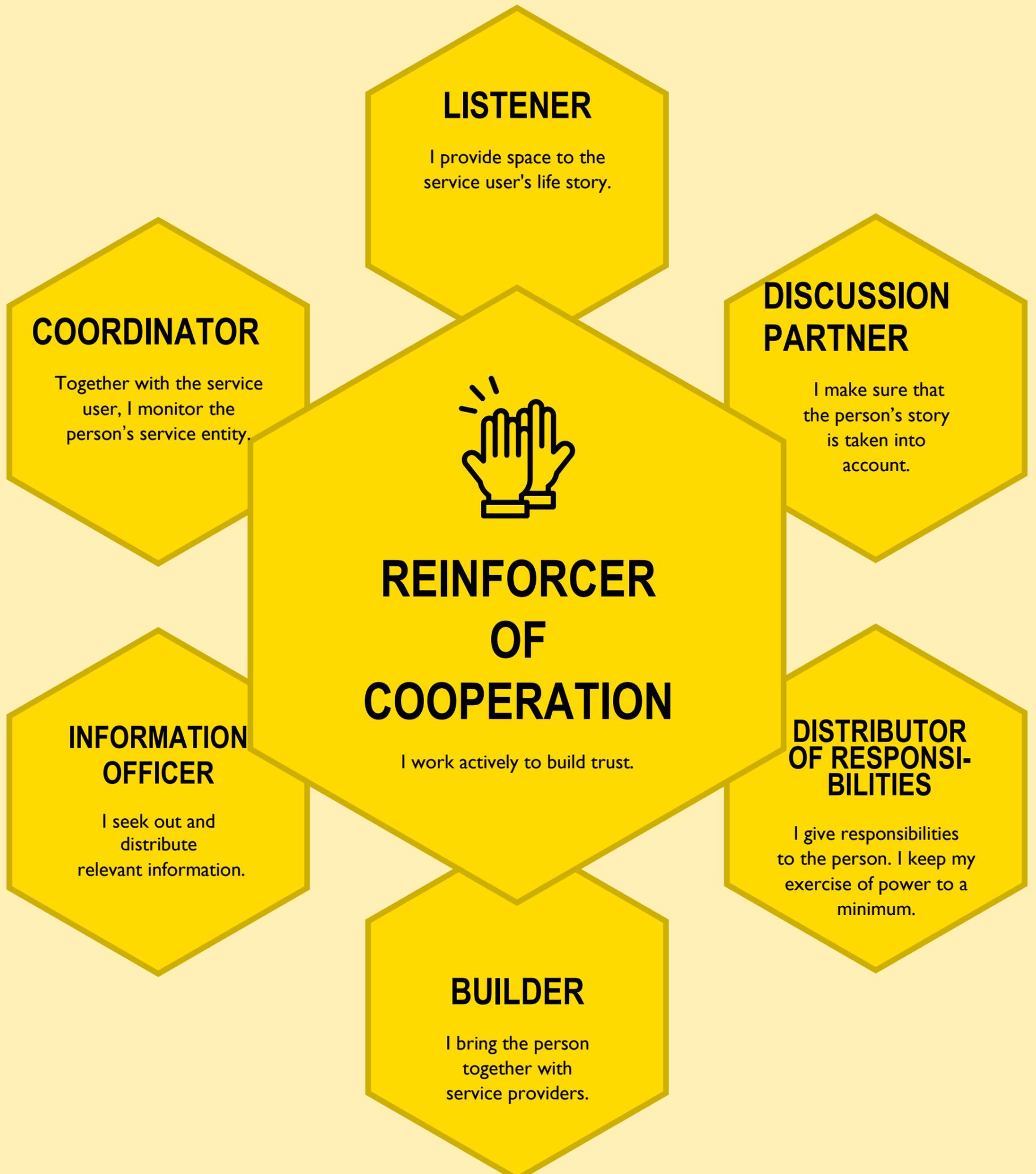


I, THE EMPLOYEE

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.

How to use the map

The role map allows you to structure and evaluate your own professional roles. The map is particularly suited for situations where the service user has chosen to engage in personal budgeting.

The map functions as training material for new employees. In addition, it can be used to introduce students to appreciative encounters with the service users during practical training periods.

The importance of the different roles varies over time. During the discussions, the importance of each role can be assessed 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 or self-evaluation.
2. Discuss the roles in the employee's chosen order or ask the employee to specify one or two roles to discuss.
3. Keep the focus of the discussion specifically on the roles. Do not allow the focus to shift to service contents, interpersonal relationships, or structural factors within the organization, for example.
4. Discuss the individual roles comprehensively. Specify the roles further through practical examples and options. Make your information and points of view available to others. Ask elaborating questions.
5. Prepare a plan for developing a role toward the desired direction. Discuss the desired relationships between the roles.
6. Agree on how to proceed.
7. Where necessary, schedule the next discussion.