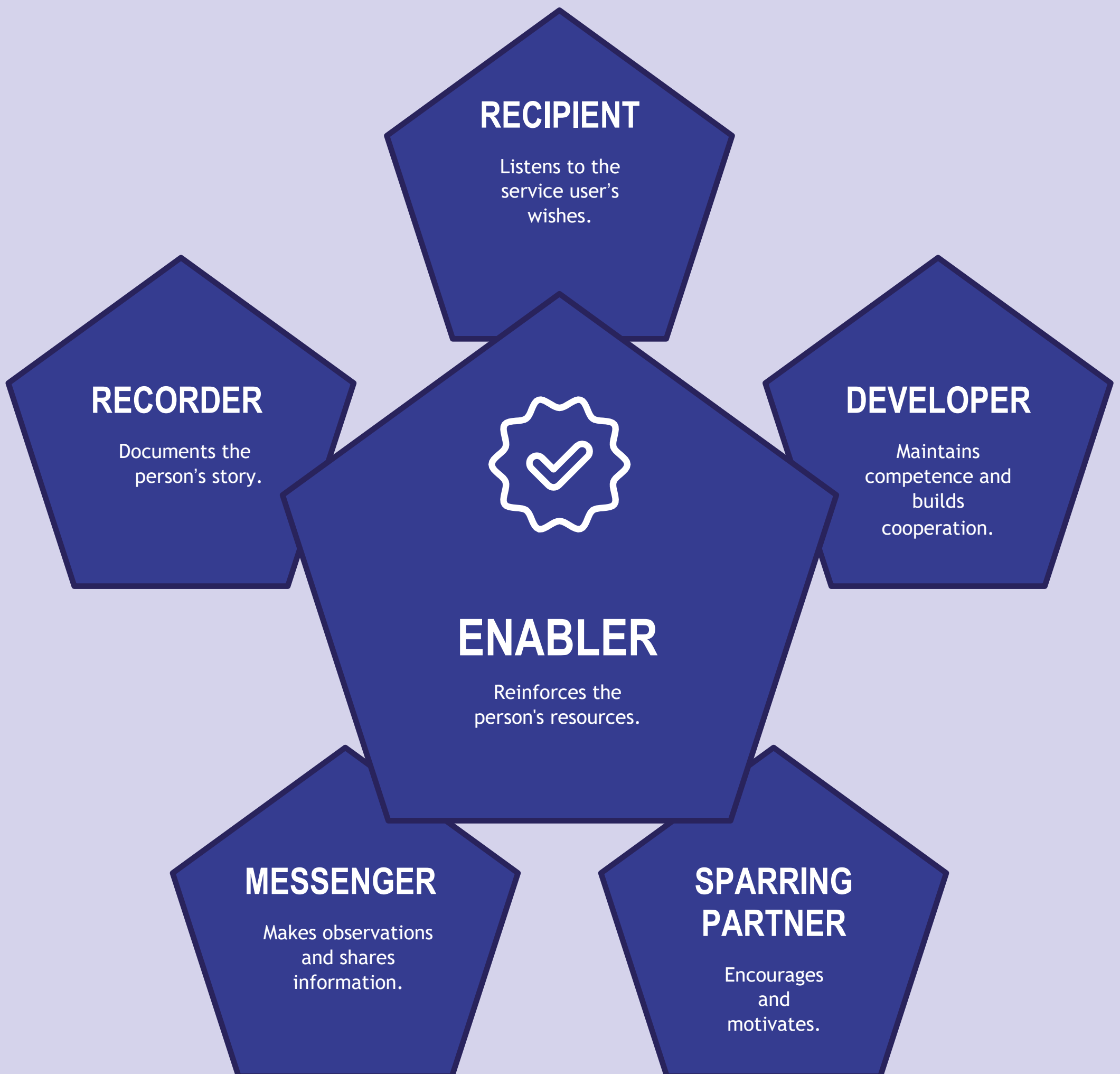# SERVICE PROVIDER IS FAMILIAR WITH THE SERVICE USER'S NEEDS

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.

RECIPIENT

Listens to the service user's wishes.

RECORDER

Documents the person's story.

DEVELOPER

Maintains competence and builds cooperation.

ENABLER

Reinforces the person's resources.

MESSENGER

Makes observations and shares information.

SPARRING PARTNER

Encourages and motivates.

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.

How to use the map

In work

- Using the role map, the service provider can structure their own role when the person's services are being designed, realized, and evaluated.

In induction and follow-up

- The role map can be used as part of the induction of new employees as well as for the reinforcement of person-led working methods.

- The map can also be used for goal and development dialogues. The map allows you to focus attention on the entire extensive network you influence as a service provider.

In development

- The map works well as a tool for reflection when working in small groups or as pairs during work ability promotions.

- The map can be used when working together with service organizers. It allows you to familiarize yourself with different job descriptions and working methods.

- The map is suitable for use in cross-sectoral workshops. It contributes toward mutual understanding.

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.

2. You can limit the discussion to focus on one or two specific roles. When used in a workshop, you can also assign different roles for each small group to discuss. The fishbowl or learning café methods, for example, can be used for brainstorming and collecting information.

3. Participate in the discussion. Ask elaborating and summarizing questions. Make your information and points of view available to others.

4. Keep the focus of the discussion specifically on the roles. Do not allow the focus to shift to service contents, for example.

5. Discuss the individual roles comprehensively. Specify the roles further through practical examples.

6. Discuss ways to develop a role toward the desired direction. Discuss the desired relationships between the roles.

7. Together with the service provider, consider how the roles could be developed further and practiced.

8. Create a plan for how to proceed.

9. Where necessary, schedule the next discussion.