



You will need: a copy of appendix 5.1

- Prior to the session cut out appendix 5.1 and lay the pieces face up between you and the client. Explain that you want to look at the relationship you have with them. What do they think you, as a key/support worker, are there for?
- Lay worksheet 5.1 in front of you facing the client
- Ask the client to sort the pieces of paper into two piles (one either side of worksheet 5.1). In one pile they should place things they think a support worker should do and in the other one, things they don't think a support worker should do. Encourage the client to justify each activity and think not only about their case but about the service as a whole.
- Stick the pieces to worksheet 5.1 or encourage the client to write up the two lists either side of the outline on worksheet 5.1



You will need: a copy of your job description as a support worker

- Explain to the client that you want to explore the relationship you have with them. What do they think you, as a key/support worker, are there for?
- To start, ask the client to consider why they think someone would want to become a support worker. What type of person does it appeal to? How do they think a support worker gets job satisfaction?
- Encourage the client to think about key workers within the service and the different support that they and their peers receive. Ask the client to come up with a list of things they think a support worker should do.
- Write down the client's answers on worksheet 5.1.
- If conversation is difficult, quote or read through sections of your job description with the client. Ask the client to reflect on whether there are any responsibilities they expected to be in your job description which are not.

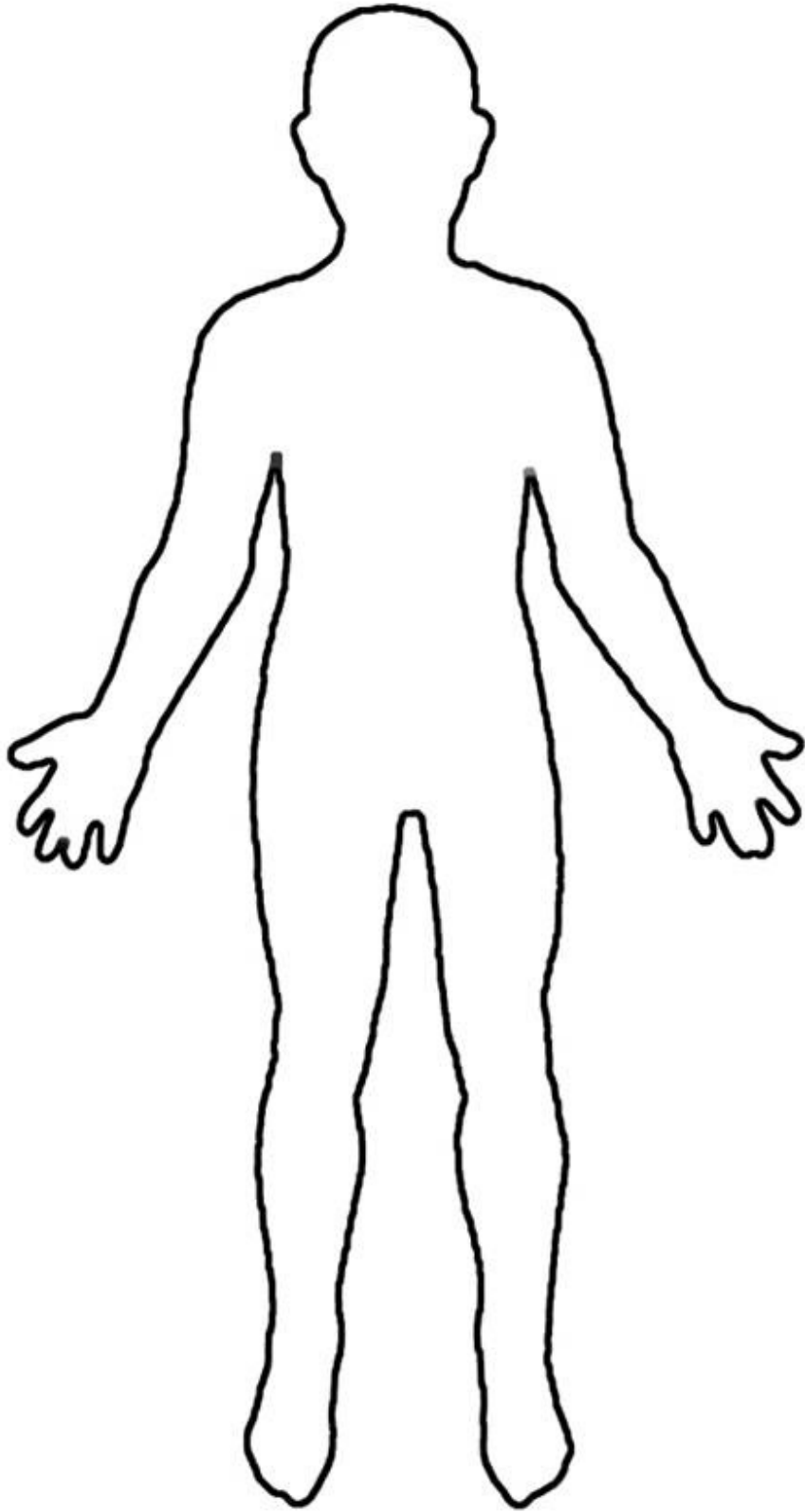




You will need: a copy of the support contract between you and the client, if your project uses these

- Explain to the client that you want to explore the relationship you have with them. You want to write a contract between the two of you so that they are clear about what you are there for.
- Read out the support contract you have with the client already; this will probably consist of a series of practical rights and responsibilities for both parties. Encourage the client to interpret the contract by writing down practical tasks they think you, as their key worker, should do for them. Answers should be written on worksheet 5.1

- Challenge the client to justify their answers and remove those *you* are not happy with.

WORKSHEET 5.1



Client signature	<input type="text"/>	 Cog 1	<input type="checkbox"/>
Worker signature	<input type="text"/>	 Cog 2	<input type="checkbox"/>
Date	<input type="text"/>	 Cog 3	<input type="checkbox"/>

APPENDIX 5.1: KEYWORKER ROLES

Listen to your support needs	Always agree with you	Challenge you to think differently in yourself
Book your appointments at the Job Centre	Register you with a GP	Keep you safe
Protect you from other residents	Make sure you eat well	Listen, and respond, to your complaints
Teach you the practical skills you will need to look after yourself	Do your washing	Make the tea
Make sure you can pay your rent	Tell you how to spend your money	Help you build relationships with your friends/family
Be your friend	Fill in forms for you	Lend your money
Guess what support you need	Ask, and agree, with you what support you need	Tell you which house/job to apply for
Collect your rent/service charge	Give you confidence	Improve your reading/writing