

Support workers style:

Disclaimer: this methodology was taken over from HVO Querido – Discuss, (by HVO Housing First team it was elaborated much deeper and more precisely – for more information please contact Valerie Boogard).

The methodology is based on strengths based approach, specifically the notion that the client is driver of all decisions since the beginning of the collaboration. In our point of view this approach is effort to let client choose type of support which would suit him/she the best. It is allowing clients to control as much as possible the way service is provided. On the other hand it also allows managers and support workers to notice, that support workers have different styles of work. The relationship of client and worker is key element, we focus on building productive relationship as possible.

This types should be seen as ideal types – support workers usually have one or two dominant types, but should be able to reflect and use all of them according to clients needs and involvement.

Basic types are describe as:

Teacher –use more authority derived from knowledge and mentor style of work

Buddy – warm person, who is on same level as client. Understanding and openness is essential for building connection with client.

Policeman – is more in control and use his authority to lead client through

Minimizer of conflicts – work in closely connection with client and try to achieve goals without conflicts

Parent – is empathic with clients in every occasions. It is protective, supportive and try to create safe environment

Creative guy – use creative strategies to support client. Is open and empathic.