

SRV MATTERS-8

Which might you like for yourself? Slicing and Dicing Service Processes

Are all services the same? Is a service by paid workers the same as help delivered by family? Is the latter a 'service'?

Much of Social Role Valorisation gives us clues about service design. By 'service design', we mean the way services are constructed to assist people.

Professor Wolfensberger helped us understand how to go about service design by critically evaluating existing services. Wolfensberger's term for this was 'Scrutinising Analysis'. This is very effectively done through the SRV practicum, PASSING.

One of Wolfensberger's many training modules about human services was entitled, 'Further ways to 'Slice-and-Dice Service Processes so as to make them more amenable to scrutinising analysis'. Or, in everyday terms, how can we analyse how services are delivered so we can decide how appropriate or otherwise they are?

There are many ways! This 'SRV Matters' focuses on 3 key dimensions:

a) Direct versus Indirect Service. A direct service is one where the helper has a face-to-face connection with an individual. An indirect service is one that is somewhat removed from the person. We can contrast support to an individual to participate in fulfilling their employment responsibilities with program planning and support coordination.

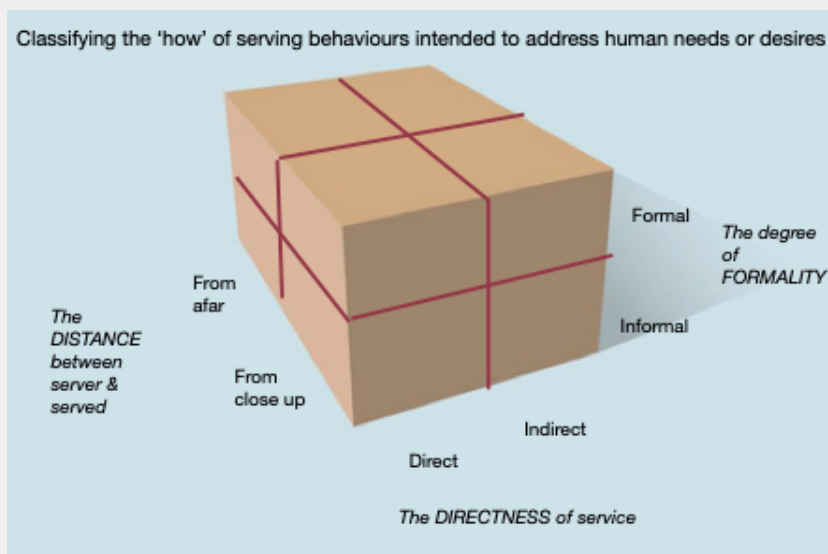
This is not saying that one is better than the other; it is saying that they are different. SRV challenges us to find the 'best' form each time.

b) Close-up versus Distant Service. A close-up service involves in-person interactions. We can contrast support to an individual in their home with a daily phone service that rings to check that an older person is still alive.

c) Informal versus Formal Service. An informal service is one that is unpaid, and offered out of a positive feeling toward the person such as love or high regard. A paid service is one that is rule-bound and is offered on a fee-for-service basis.

How might this thinking help us? We can certainly start by trying to put ourselves into the shoes of someone receiving service by asking ourselves, 'what might I like if I was receiving assistance?' And what would be the most effective ways to have my needs met?

Stay tuned for a future edition about the issues that arise when we are not alert to these dimensions.



SRV Ideas: Improved SRV application