

How to use this resource

Worker/Coach profile

Have you ever noticed that workers and service providers are privy to a huge amount of a person's life and story? People who access services often share very personal, difficult and painful elements of themselves with their workers. This takes courage and vulnerability and can leave the person open to being misunderstood and judged. While people accessing services, show great vulnerability and courage, workers and service providers are under no obligation to share any vulnerability or personal information with the person they are supporting. This can create an inequity and adds to the person feeling that they are different.

This resource is designed to be used by service providers in order to offer a little more of themselves whilst still being professional. There are a number of ideas that underpin this resource:

- Sharing some well thought out and relevant personal information with the person you are going to support goes a little way towards levelling the balance of power.
- People accessing services have the right to choice and have the ability to make good judgements about who will be a good fit for them
- Regardless of diagnosis or disability, human beings connect with each other around common, universal qualities rather than labels or qualifications
- While training and qualifications are important, getting a good fit between worker and person accessing support is much more likely to come from personal qualities

We imagine that this worker profile could be used by services to present to people who are new to their service, so that they can see who is available and who might be the best choice for them. Obviously, each service will have to work out their own system around how to communicate and control availability and a fair distribution of people to workers.

Another way this document could be used, would be if a person accessing services was not given the choice, they could ask their worker to fill this profile out early in their working relationship so that the person could get to know the worker.

PLEASE TEST and TRY this resource:

Remember this document is part of the TEST and TRY phase of a human centred design process. The idea behind publishing an unfinished version of this resource is so that people can try it out, see if it is useful and provide us with feedback about how to make it better. Maybe you used this in a totally different way? Got ideas for other resources?

We want to hear from you as this will ensure that by the end of the Mind-Life project, we have a suite of resources developed with the people, for the people.

Please share your experiences of using this resource.
Contact Gill Townsend at Bridges gillianT@bas.org.au

Worker/Coach profile

Who am I?...

Your name and a little bit about you that you think might help someone know what you are like as a person

For example... My Name is Thomas. I am a husband and father of two. I have been working alongside people who experience mental and emotional challenges for about 15 years and it's an honour to witness people as they triumph over adversity and grow in confidence

I am passionate about...

What drives you? Your family? Your pets? A cause you support eg: Greenpeace, RSPCA

For example... I am passionate about seeing people creating the life they really want to live despite their challenges. I believe that experiencing mental illness or disability actually gives you many wonderful skills and great wisdom and I believe you should be treated with a respect for that. I also believe that people are always growing, changing and learning despite their barriers and I am passionate about ensuring that the people I support continue to have the opportunity to learn, try and master new skills.



What's it like to work with me?

Do you like to be active or do you prefer quieter activities? Are you outgoing and loud or more reserved? Do you like to challenge people or are you more gentle, taking things slowly.

For example... Working with me is like working with a coach. I believe that we are always learning. I'm big on goals and talking about them a lot. However I have learned from my own experiences that it's not always about taking giant steps, sometimes it's about making tiny, little steps consistently. I also know that sometimes it's a case of two steps forward one step back. I've learned that from personal experience too. I try to be motivational, but also gentle and non-judgemental. I am an optimist and try to look for the best in people and situations. Even when I fail in my own life, I like to see it as a learning experience rather than a negative thing. I'm a people person, but I'm not really loud. I'm all about helping you to do things for yourself and me being in the background if you need me, rather than me being front and centre. I'm all about helping you to increase your confidence and skills so that you feel that you can do things for yourself.

My Interests, Goals and Dreams are...

Share whatever you are interested in that you would be willing to talk about or share with the people you support. What is it for you? Cooking, Hiking, Camping, Painting, reading etc What are you currently working on in your professional or personal life that will help a person get to know you?

For example... I love animals especially dogs. I love to be outside. I'm not an athlete, but I do love to be active and try to keep fit and healthy. I'm not a great gardener, but I love trying. I have a veggie garden at home, but I haven't quite mastered growing the perfect tomato. I also love creative pursuits and reading epic novels (extra points if they involve dragons). I love good coffee, going out on our boat and camping with my family.

My dreams are to travel the world, camping, boating and climbing mountains everywhere. I'd love to one day do the Kokoda Track

My personality

Are you outgoing, shy, do you love a joke or are you a fairly serious person. Think about how a person you support would experience your personality. We are often different at home and work. Keep this relevant to how you are when you're supporting people

E.g. I like to be able to see the positive or funny side of things. I like to laugh at myself and once I get to know someone I like to be able to share my life and stories openly. I'm quite open about my own experiences, if there's something that I've been through, I'm happy to share my story if it's relevant to you. While I can have quite a good sense of humour I'm not really the "life of the party". I'm a bit more of an observer. I like to listen more than I talk. I can be quite straight forward in the way that I talk and I like to "cut to the chase" when trying to resolve something. I am honest and truthful, I can't stand it when people just say what they want me to hear.

My skills

What are you really good at? Are you a great chef, dog walker or musician? Are you great at web design or computer technology? What about your work related strengths? This doesn't really mean your qualifications, more the parts of your job you know you are really good at.

For example... One of the things I feel I am really good at is seeing the big picture and then being able to break that down into the small steps. I'm really good at understanding people's reasons and driving motivations for things and helping people work out what they really want, rather than what they think they should want. I'm good at asking questions that make people really think. Since becoming a Dad I haven't really had time to work on my own hobbies. I used to be a bit of an artist and enjoyed painting and drawing. But it's been a long time. I'm good at cooking and cleaning and love to de-clutter.

Other interesting bits and pieces

Here you can talk about your qualifications, training and work experience or anything else that might help a person accessing services get a sense of who you are and why they might want to work with you.

For example... I have a bachelors or psychology with honours and I'm a trained coach, neuro-linguistic programmer and hypnotherapist. I have studied Acceptance, Commitment Therapy and Mindfulness. I also have lived experience of living with and overcoming a number of mental and physical illnesses and I draw from these experiences in my work. I'm happy to share them with you where relevant and appropriate