

Toward User-Centered Practice *Designing Guidelines for Employees within Supported Housing Sections in Trondheim, Norway*

Skender Redzovic

NTNU, Norwegian University of Science and Technology, Trondheim, Norway

Introduction: Services for people with mental health problems have too long been dominated by interpretations and practices derived from the asylum context. Norwegian authorities emphasize the need for a comprehensive knowledge base and municipalities' responsibility to offer adequate and tailored mental health services. Supported housing is intended to combine appropriate housing with appropriate support.

Objectives: The objective of the present development project is to enhance users' abilities to cope in everyday life by composing cross-disciplinary guidelines for employees who work in supported housing in Trondheim, the third-largest municipality in Norway.

Approach: The cross-disciplinary project group that created the guidelines included members of the Trondheim municipal government and scientists from a local university. Continuous feedback from users and employees was provided through reference groups.

Practice implications: The guidelines' introduction describes their background and how to use them. The first section elaborates on the guidelines' concepts and describes how to provide user-centered services. It also describes service providers' supervisory role. The second section is about how to enhance users' everyday coping skills, such as living in their own apartment; being part of a collective; and participating in work, study, leisure, and other meaningful activities. The third section elaborates on the user-centered work process, including descriptions of its aims and measures. To promote employees' awareness of their contributions, reflection questions are provided in all sections.

Conclusion: Both the guidelines' cross-disciplinary approach and the collaboration between in-practice workers, a local university, and users were important factors in the guidelines' success.