# ROLE CLARIFICATION MODEL

During our cross border meetings, it became clear we all face the same challenges concerning the cooperation with partners in a neighbourhood. There can be tensions, misunderstandings or confusions. Sometimes we see that different partners are reaching the same elderly with very similar initiatives.  The search of complementarity or the need for coordination was very familiar for all of us. To create more clarity on the role and position of every partner, we consulted some research on neighbourhood structures. We discussed this topic with the key figures in the neighbourhoods, the innovation managers, the directors, policy officers and the people in charge of the neighbourhood centres ... Together we came to create a model for role clarification.

## HOW TO USE IT?

The model is built on two levels.
First we situate the widest point of view on a community. This is the resilient neighbourhood perspective. A resilient neighbourhood is built in such a way that the community has the ability to use all available resources to respond to adverse situations in a sustainable way. These can be all kind of situations concerning security, housing, economy etc. … Within the scope of the AGE'IN project, the resilient neighbourhood is the neighbourhood that has the resources to respond to the growing elderly population.
One scope within the resilient neighbourhood is the perspective of the caring neighbourhood. A caring neighbourhood is a neighbourhood where every person - regardless of his age or care need - can live in his own home. The key themes in the caring neighbourhoods that the Age'in project focused on are social inclusion, wellbeing, integrated care and independent living. Within this perspective of the caring neighbourhoods, we started to distinguish three clear partner roles.

1. **Broad advise and care at home**: includes all services and care professionals that come to the neighbourhood to offer one-on-one services, to support the ageing residents in their homes. Ex. Occupational therapists, nurses, the meal delivery services…

2. All the partners who work on **creating strong neighbourhood connection**. Think of social centres, the neighbourhood committees, the elderly societies and all the active inhabitants and volunteers. They are, in a way, the glue that keeps the neighbourhood together.

3. Partners who focus on **detection and guidance**. Here we find the partners and teams that are using outreach methodologies. Their main focus is to detect and connect with the most vulnerable residents. When possible, they guide them to the services, offered by the partners of the first two pillars.

## WHY USE IT?

By creating and applying this model you will experience many advantages.
The model functions as a great tool to discuss the position, scope and focus of the existing care services (formal and informal) in the neighbourhoods.
It helps to clarify the different roles and positions of all these partners. It makes it possible to discover overlaps and gaps. It is a great first step to work on a better coordination of the care offer.

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