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Reimagining the Human Service Relationship

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Reimagining the Human Service Relationship

Reimagining the Human Service Relationship
The move toward greater efficiency and accountability in the human services has weakened the bond between users and providers. This book rethinks traditional networks of exchange so that professionals can find new ways to foster trust and collaboration within modern management strategies. The text redefines the contours, roles, institutional divisions, means, and aims of providing and receiving services in child welfare, addiction treatment, social enterprise, doctoring, mental health, and palliative care. Though it advocates an experience-near approach, this book remains sensitive to the ambiguities and competing rationalities of the service relationship. Nevertheless, it proves through everyday examples that the goals of service provision cannot be met without quality, interpersonal interaction.

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