Research Article

A STUDY ON ROLE OF SOCIAL WORK IN RESOLVING THE PROBLEMS OF PERSONS

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ABSTRACT

Man lives in society. It is the collection of individuals united by certain relations or mode of behavior which mark them off from others who do not enter into these relations or who differ from in behaviour. It is also a complex web of social relations. This relation is the result of interaction of social people. Society is changeable. When social people can't keep pace with social change properly, they face, especially in industrialized society, multifarious problems which require professional, knowledge based & sustainable solution. To meet these problems effectively, social work has been emerged.

Social work is a helping profession which fundamentally and radically aims to assist the individuals, groups and community to cope with their complex socio-economic psychological problems through enabling themselves so that they can solve their problem by helping themselves. According to one of the great pioneer Walter A Friedlander, social work methods are divided into two parts. These are:

Basic methods: It includes another three parts such as (1) social case work (2) social group work (3) community social work.

Auxiliary/Secondary methods: It also includes 3 parts. These are - (1) social action (2) social administration (3) social research.

Social work is a concept of the social science of doing well for each other personally as well as collectively. It refers to a collective approach of reducing suffering and disadvantages and increasingly happiness and advantages of the community members with the active participation and involvement of individuals as well as government and Non-government organization. The Study is Purely Theoretical. The Study is based on secondary data sources. The necessary information about Role of Social Work its various components are collected from Books, Journals, Internet Source or related topic. The Researcher study about the Role of Social work in resolving the problems of Persons in detail, The Research Work includes, Concept of Social Work, Methodology, and Role of Social work in resolving the problems of Persons etc.

INTRODUCTION

Concept of Social Work

Social work with individuals is one of the main parts of a generalist approach to social work practice. Main focus is to help individuals help themselves. Traditional methods are frequently combined in practice where the workers may work basically with individuals and families and set goals that may also include a group or community effort.

Social Work Values

- Assumes the inherent worth and importance of the individual and the interdependence between the individual and society.

- Emphasis is placed on the importance of respect for the dignity of the individual and on their ability to make important decisions.

Self-determination is a basic right of the individual.

METHODOLOGY

The Study is based on secondary data sources. The necessary information about Role of Social Work and its various components are collected from Books, Journals, Internet Source and related topic.

The Role of Social Work in resolving the problems of Persons

Social work operates in an environment of competing professions and there has been a longstanding difficulty in

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defining and expressing its unique contribution and expertise. The reasons for this vary from a reluctance to claim its own slice of professional territory and the authority derived from special knowledge not available to the lay person that often goes with that claim. In part the concern has been that asserting its professional authority could further dis-empower people requiring its services.

Skill and knowledge shifts within and between professions routinely take place over time. A characteristic of social work is that its knowledge base is multi disciplinary and social workers have the capacity to move into territories of skill and knowledge that 'belong' to other professions and occupations. At times this is part of assessing the need for specialist expertise, at other times it is part of journeying (Care Journeys) with the person using services.

In a world where professionalism is seen territorially, this capacity to travel into and out of other people's territory is not seen as flexibility, but as social work 'being a Jill of all trades but mistress of none' (Williams 2004). At the same time social work feels threatened by claims from nurses, police and other professions to be able to do what social work does. This paper starts with the assumption that social work takes a holistic view of a person's life and situation whether this is in assessment of need, in direct work with them, or through accessing support from social care staff, other organizations, professionals and other workers in related fields.

The key characteristics of social work are

- The focus on the whole of the person's life, their social context, and environment
- The capacity, in circumstances that are often difficult.
- To engage quickly with people to establish trust.
- To persist in efforts to engage even when this has proved difficult and others have given up.
- Consciously to move into situations that would be avoided by most people because they are complex and high risk.
- The relationship established between the social worker and the service users involved is integral to achieving quality.
- The capacity to manage situations where risks are very finely balanced so that 'you are damned if you do and damned if you don't.

We have assumed that there is a generic base for social work and that this means that newly qualified workers 'enter the social work world with the core knowledge and skills necessary to begin professional practice across the required range of settings' (Williams, 2004). Earlier specialization can lead to tunnel vision that hinders social worker being able to keep an holistic perspective on their work and to 'indefensible divisions of responsibility' (Williams, 2004).

Important given the structural divisions such as those between services and within for adults and children. If the key feature of social work is its holistic approach, retaining a generic foundation is essential. Specialist areas of practice will emerge because existing knowledge and skills have to be transferred and built on for the social worker to function effectively in a specific set of circumstances. These include the legal, organizational and inter-professional and inter-organizational

arrangements involved. The stage at which these specialist areas of practice are introduced is debatable. In the view of the authors at least at post qualification levels they are likely to include the following:

- Direct practice, of various types and techniques
- Management and development:
- Of practice, including work based learning for students and staff
- Of service provision and development, including commissioning
- Policy and strategic developments within the organization or the field
- Working within a range of organizations to contribute to promoting policies and practice that support social and personal well-being
- Research and development.

We are not suggesting an exclusive focus, but that the majority of the social worker's time will be spent on one of these areas. All will be operating in a multi-organizational and multi-professional context whether in the statutory, private or voluntary and community sector.

The term 'social work intervention' usually describes work undertaken with individuals, families, groups and communities. In looking to the future we have also used the term to cover the use of social work knowledge and skills when using any of these methods of intervening:

1. Within a social care organization to facilitate the provision of services and practice consistent with the Codes of Practice and with standards of service and practice
2. To promote the social inclusion and life opportunities of people using services
3. Between organizations, where the objective is to promote partnerships that are required on a short, medium or longer term basis to provide integrated services, or to personalize a particular package of support e.g. when working with dual diagnosis in mental health and alcohol abuse, or learning disabilities and sensory impairment
4. As part of a multi-professional or multi-disciplinary team to promote effective integrated working with people with dementia and their careers, rehabilitation following strokes or brain injury, or neighborhood and community development
5. In organisations such as businesses and industry, corporate governance, the media, and the political arena, to bring the social work perspectives and skills into organizational development and management.

Successful social work includes the capacity to work effectively within organizations and across organizational boundaries. In the vast majority of instances social work intervention is a collective activity not an individual activity whether as an employee or an independent social worker. This aspect of social Work intervention should be given the status of an intervention rather than as an adjunct to direct work with people using services. The Framework for Social Work Education in Scotland emphasizes:

The significance of interrelationships with other social services, especially education, housing, health, criminal justice, income maintenance, and other services provided by partners (p32)
And the competence to:

Develop, maintain and review effective working relationships within and across agency boundaries (p42).

The most common forms of methods of social work intervention are:

Community development

Where problems such as environmental poverty, high unemployment rates and poor housing, are affecting a community, social work intervention at the individual, family or group level will not address the problems and a community development approach is necessary. Social work intervention with individuals and families may, however, assist people to survive coping with the impossible, foster resilience or enable them to begin to build platforms of support that could improve their lives.

Social workers were key in the UK in undertaking community development in the early 1970s, and the values, skills and expertise recommended in neighborhood renewal programmes are consistent with those of social work. However, the documentation on social exclusion in England is singularly and deliberately silent on the role of social workers. In Scotland the role of social services in community development is embedded in legislation and pioneered much of the work underpinning the development of community social work (Smale and Bennet 1989).

Group work is an appropriate form of intervention where people share difficulties and want, or are required, to find ways of resolving them

The most common forms of group work are with people who abuse alcohol and drugs, with mental health difficulties, young careers, children and young people who are accommodated, teenage mothers, children who are unaccompanied asylum seekers, and offenders. They use the collective experience and expertise to share effective solutions, provide mutual support, and promote self esteem, confidence and identity. They are a powerful resource in facilitating the empowerment of people using services and in reducing isolation for example of disabled young people from black and minority ethnic groups and women who have survived domestic violence. Many of these groups take place out with social work departments in the voluntary and community sector, in hospitals, in youth work or the health service. The workers may or may not be social work trained. The generic expertise and skills are those required for setting up, running and ending groups, understanding and using group dynamics. Specialist skills relate to understanding the needs and issues facing the particular group of services users and how these may impact on group process and dynamics.

In recent years there have been a growing number of groups and organizations run by people using services. They are based on structuring the experience and expertise of a particular service user group to form a resource for others facing similar issues. The philosophy that shared personal experience is a valuable and essential resource in achieving change is in direct contradiction to the ethos in the organisations in which most of social work is practiced. Here staff is fearful of managers

knowing about personal difficulties as this is deemed likely to affect views about their competence as a worker and their potential for promotion (Turner and Evans 2004). Similarly, the expertise of the 25% of staff with responsibilities for caring for an adult family member is not seen as a resource for the organization, but often an impediment to its operation (Balloch, McLean and Fisher, 1999).

Traditionally residential care has been thought of as 24 hours a day and 365 days a year, but in supported living support can range from intensive to minimal. A different conception of residential care that recognizes the diversity of 'collective', 'group living' or 'communal living' arrangements should be developed (Residential Forum, 2004). Similarly, extra care and Direct Payments can offer intensive support in people's homes as part of community based support. Group work and communal living arrangements are likely to involve individual or family casework or therapy where a personalized programme is combined with other sources of support. In a minority of cases the communal living itself is used as a continuous therapeutic experience rather than being a periodic event within it. The main interventions are likely to be undertaken by social care staff and managers, with support from a range of professionals including psychologist, psychiatrists. Social workers may be involved on a regular or ad hoc basis or as external or internal managers.

Individual or family casework

Here social work is the intervention. It supports the individual or family to identify, and use, their own and their social network's experience and expertise as a resource for:

- Releasing potential that has been blocked by past experiences
- Problem solving where there are current relationship or parenting difficulties
- Devising the service user's/s' preferred way of coping with intractable problems or difficulties
- Promoting self esteem and confidence to adopt different approaches to existing problems
- Surviving living with high risks or uncertainty
- Learning new approaches to existing, new or emerging difficulties
- Accessing and using information, new skills and knowledge
- Devising ways of influencing organisations, groups or individuals that are blocking the achievements of preferred outcomes.

Problems or difficulties may have resulted from the effects of social exclusion, lack of skills or knowledge, or, self- defeating or self-damaging behavior that achieves the very result that the individual or family most dreads.

The purpose of the intervention is diverse and ranges from:

- Increasing life skills or changing behavior to increase life options
- Promoting independence and inter-dependence
- Working with conflicts of interest or in relationships
- Stabilizing or slowing down deterioration and loss of independence
- Coping with changed life situations and transitions

- Learning new skills, for example in parenting or as a family career
- Loss, bereavement and trauma,
- Balancing expectations, needs and responsibilities that involve ethical and moral dilemmas
- Supporting individuals' development to enable them to participate in groups, use local community resources or to move to mainstream services.

A key factor is decisions about whether the social worker should:

- Use direct, intensive therapeutic or social work. This often requires to the social worker
- To develop relationships in often complex and emotionally loaded situations at the same time as retaining some measure of neutrality
- To convey the personal qualities of warmth, trustworthiness, confidentiality, and the capacity to listen and respond appropriately
- To cope with pain and distress, anger, frustration and fear
- Monitor situations where there is a significant element of risk or uncertainty that has to be managed or where it is not possible to establish a working relationship
- Support others to provide direct support that ranges from therapeutic interventions to providing intimate personal care
- Work within and between organizations to facilitate the planning, implementation or monitoring of personalized plans
- Plan a short, medium or long term intervention
- Work to create a team whose membership is determined by the agreed preferred outcome. The definition of a team here is whoever is required to have the best chance of achieving the task. It is likely to include the individual using services and family carers or parents as well as workers and professionals within and outwith the workers own organisation (smale, tuson and statham, 2000).

CONCLUSION

Social workers are frequently confronted with situations in which the casework objective may be that of helping a client use a service. Social Work Skills include interviewing, recording, letter writing, referrals to other agencies and services, and helping the client to use personal and other resources. Efforts support and strengthen the client's ego through emotional catharsis, reassurance, clarification of the problem, and sympathetic listening. Social Work Intervention (basic principles): Knowledge about the client's family and its situation is used responsibly. Professional responsibility for the welfare of the total family. Responsible not only to the client but to oneself, the agency, the community, and the profession. Innovations of professional activities must be consistent with Social Work goals. In this way The Researcher study about the Role of Social work in resolving the problems of Persons in detailed Way.

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