МІЖНАРОДНИЙ ДОСВІД

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SOCIAL WORKER IN THE WIND OF CHANGE

У сфері теоретичних міркувань автор статті характеризує професійні навички, які повинен мати соціальний працівник в контексті соціальних змін, що відбуваються у Польщі. Розширюючи та ускладнюючи коло проблем, з якими стикається соціальний працівник, потрібно, щоб вони доповнювалися професіоналізмом і компетенцією виконуваних завдань.

У дослідженні розглядаються питання щодо необхідних навичок, таких як: методологічна, соціальна, управлінська компетенція, комунікація та інші в контексті різноманітних соціальних ролей, які наразі є в професійній діяльності соціального працівника.

Ключові слова: *глобалізм, комунікація, соціальна активність, особистість професіонала.*

В области теоретических соображений автор представляет в статье профессиональные навыки, которые должен иметь социальный работник в контексте социальных изменений, происходящих в Польше. Расширение и усложнение круга проблем, с которыми сталкивается социальный работник, требует от них профессионализма и компетентности при выполнении задач.

В исследовании рассматриваются вопросы о необходимых навыках, таких как: методологическая, социальная, управленческая компетентность, общение и другие в контексте различных социальных ролей, которые в настоящее время входят в профессиональную подготовку социальных работников.

Ключевые слова: *глобализм, коммуникация, социальная активность, личность профессионала.*

In the area of theoretical considerations the author presents a discussion about professional skills should have a social worker professional in the context of social changes taking place in Poland. Expanding and complicating the range of challenges faced by the social worker, requires them to complete with professionalism and competence the tasks carried out.

The study addresses the issue of the necessary skills, such as: methodological, social, managerial competence, communication and others in the context of a variety of social roles, which currently holds the social worker professional.

Keywords: *globalism, communication, social activity, the identity of the professional.*

Social work, seen as historically perpetuated and widely present theoretical and practical discipline, is present throughout the world. It exists in different social and cultural conditions, which draws the roots of their accomplishments. It is "historical" because it goes back to the traditions and principles of the earlier idea of dedicated, generally speaking, the service of another man, already present since ancient Greece, to bring them closer to the ideas of modernity (J. Radwan-Pragłowski, K. Frysztacki) [16].

Dynamics of changes in societies impose social work requirement coexistence on the rights of the institutions of social life.

Social work is primarily a service to another person. Modern understanding of social work, allows us to see its philosophy help another human being in the context of the integration of the knowledge of the individual, the social conditions of its existence with the knowledge of the culture and the possibilities of its processing. This in turn places the social work as a discipline in a fully professional, with an indication of the activity of a specialized social workers entitling to intervene both in the processes of social and individual life of individuals.

Occupation of the social worker – in opinion Jacek Piekarski – pays an important role it is a kind of conscience of every social system, because the fact of its existence reminds imperfections of the world" (J. Piekarski, 1998, p. 54) [15, с. 54].

At the same time still rising level of education, increase the rank and level of professional, quick and efficient response to emerging social problems are also important reasons provoking progressive professionalization of social worker. Expanding the area of activities of social work and the increase in the tasks of social assistance makes social workers are faced with the need to implement a variety of tasks requiring mastery of a specific "directory skills" unions, which today, it should be emphasized, are within the standard widely expected professional competence.

In the work of a contemporary European social worker important and priority seem appropriate skills that significantly affect the degree of professionalism in the profession. When considering the issue of professionalism of social workers in the context of their abilities, it seems reasonable approximation and define the notion of skills.

Defining social work as a professional discipline, which is also a field of this research that also include the experience developed on the basis of biological, psychological, educational or social, should present this professional category in terms of psychological, pedagogical or for the purposes of our discussion, at the level of social work.

On the basis of modern psychology, the term skills finds its complement in the process associated with repetition, imitation of elementary operations, i.e. in developing a habit as acquired ability to perform, often automatically, specific actions. However, it developed a habit is not a condition unique skills. An important difference manifests itself in a complex process called skill, understood as a state of readiness for specific, a particular type of action, but you can modify the properties according to the changing conditions and situations, but devoid of the presence of the element the trained response unit.

From the perspective of pedagogy, the recognition of this issue brings us the ability to expand the term understood here as "…proficiency with relevant messages at the specified tasks" (W. Okoń, 1998, p. 419–420) [12, c. 419–420], and "…proven the possibility of achieving the objective of using effective methods of action in a given situation" (A.W. Nocuń, J. Szmagalski, 1998, p. 15) [11, c. 15].

In already constituted in pedagogical sciences division skills to those of a practical nature, and those supported by the potential of the human mind, or mental, you can see the blur of mutual relations, in other words, many of the behaviours of mental skills may cause a change in the social reality.

Social work is a field still evolving, constantly seeking innovative solutions sufficiently synchronized with the dynamics of ongoing socio-economic and civilization.

New, both European and global trends in social work is increasingly focused on issues related to the wider social support and activation of groups or individuals. These trends are so strong that partly displace the "distribution" of benefits to property.

This idea combines the field of activity on the border of concepts such as social justice, integration, solidarity, acceptance, understanding and tolerance. The popularity of these directions of modernization of social work, it should be stressed, promotes professional social work. This implies, however, the consequences of responsibility of social workers for the implementation of increasingly complex tasks and duties unions.

Occupation social worker belongs to the competition difficult, mainly menial and care, the essence of which is in direct contact with another human being in need of support and social assistance. Therefore, it is extremely important to identify and develop clear rules for the functioning of social workers, in particular the selection of basic skills, key in this profession.

During the search for the most optimal solutions for the officially adopted list of basic professional skills, 12 basic professional skills were distimguieshed, the ones developed in 1982 by the American Association of Social Workers – National Association of Social Workers (NASW). This list includes:

1) listening to others deliberately and with understanding;

2) acquisition of information and compilation of data relevant to the preparation of case history, diagnosis, report;

3) creating and maintaining supportive relationships professional;

4) observe and interpret verbal and non-verbal behavior, using the theory of personality and diagnostic methods;

5) engaging customers (individuals, groups, communities) in their efforts to resolve their own problems and to gain their trust;

6) to discuss sensitive or emotional topics in a way that supports and does not raise a sense of threat;

7) developing innovative solutions to customer needs;

8) decision to terminate the therapeutic process;

9) developing their own research and interpreting the results of other studies and literature;

10) mediating and negotiating between parties;

11) ensuring international contacts;

12) interpretation and communication of social needs to the public, instances of legislative and administrators of funds (Ibidem, p. 21–22).

This document also contains a list of 14 different kinds of capabilities necessary in the performance of professional roles of social worker. It must be accepted, according to the literature (Ibidem), that the following set of capabilities may be the same with the necessary skills in this profession. Thus they are:

1) clearly speaking and writing;

2) teaching others;

3) helpful in responding emotionally sensitive or crisis situations;

4) serving as a model in professional relations;

5) the interpretation of complex phenomena psychosocial;

6) organization of work so as to be able to perform scheduled commitments;

7) search and raising funds for helping others;

8) to assess their performance and attitude to work and the use of assistance or consultation;

9) participating in the activities of the group and showing efficiency in the running;

10) functioning under stress conditions;

11)   the proceedings in conflict situations and with people quarrelsome;

12) referencing of social science theory to practical situations;

13) determine the information needed to solve the problem;

14) carrying out research studies over the work of your facility and /or on their own practice (Ibidem).

Literature analysis of the subject in this area provides still 28 other, more specific types of skills, grouped into five basic categories, such as:

1. Cognitive Skills:

– analysis and evaluation of personal experience and others;

– analysing and explaining ideas and problems;

– the use of knowledge and understanding in practice;

– exploitation of scientific research results in practice.

2. Interpersonal Skills:

– establish and maintain successful relationships;

– recognizing emotional states and dealing with them and their impact on themselves and others;

– recognition of personality, racial, social and cultural differences and taking into account their work;

– use of one's authority;

– recognition and work in conditions of aggression, hostility, anger, taking full account of the risks to themselves and others;

– assisting in the provision of health care;

– observing, understanding and interpreting the behaviour and attitudes;

– verbal communication, non-verbal and in writing;

– planning and conducting interviews in different circumstances;

– negotiating, networking, cooperation;

– advocacy.

3. Decision-making skills:

– deciding in moments that is needed a decision;

– decision making together with our customers, and when necessary, in their name;

– identify decisions that require prior consultation with colleagues in the institution;

– deciding on the necessary liaison with other institutions and specialists.

4. Administrative skills:

– careful and concise record keeping;

– implementing statutory guidelines and regulations work facility with the principle of confidentiality and availability of assistance;

– preparation and presentation of reports;

– organizing, planning and controlling their own work;

– obtaining information using the available technology.

5. Fundraising skills:

– research and identification of needs for social services;

– influencing for the development of services;

– use of the material environmental institutions to improve the quality of services;

– evaluating and make creative use of the resources available in the facility and in the community (Ibidem, p. 21–22).

The proposed classification could not miss the experience of working out-of-on Polish soil. The following is a list of the professional skills of a social worker found her adjustment to the current demands in the "Documentation program for the profession – social worker" (Dz. Urz. Ministerstwa Pracy i Polityki Socjalnej 1995, no. 6, point 7) [1, с. 7].

Polish standards propose a list of 32 specific skills, grouped into nine departments, and include:

I. Methodological skills:

1. Granting advice and application of items of psychotherapy.

2. Observation, analyses and draw conclusions.

3. Formulation of diagnosis and social assistance plan (design activity).

4. Use in practice methods and techniques of social intervention and care work.

5. Practical application of methods and techniques for monitoring and evaluation (the period of analysis, evaluation).

6. Combine some elements of each method to the extent of family situation or person.

II. Social skills:

1. Communication.

2. Establish contacts.

3. Understanding the situation of the person or family.

4. Showing warmth and empathy.

5. Co-operation with customers and important people from the environment.

6. Co-operation with representatives of other establishments, institutions and volunteers.

7. Mediation and negotiation.

8. The prevalence in a public forum (self-presentation).

9. Organize and lead task forces.

10. Use of the local political scene.

11. Activation of the local community.

III. Skills applied to the use of law skills:

1. The use and practical application of the law.

2. Making document analysis and correct interpretation of the law, adapted to the situation of a person.

3. Awareness rights and ways of their execution.

IV. The ability to indicate the competent institutions.

V. Management skills:

1. Predictions social needs, acquiring the appropriate allocation of resources.

2. Creative solving social problems.

3. Organizing work and lead a team of men.

4. Conduct supervision.

5. Initiation and implementation of projects of social activities, support activities, attitudes and relationships.

6. Effective negotiation to achieve the objectives of social assistance.

7. Acquisition of the interaction of individuals, families, local environment, institutions, organizations of order.

8. Public presentation of social problems.

9. Gaining of funds for the implementation of welfare purposes.

VI. The ability to make decisions and quick social intervention.

VII. The ability to apply scientific knowledge in practice.

VIII. The ability to use technological achievements during work.

IX. The ability to use foreign language literature, allowing further professional development (Ibidem).

Exact exploration of material presented suggests that the presented range of skills needed in the work of professional social worker suggests the integration of the skills of a conceptual skills in the field of social services. The first is to achieve coherence with the objectives of social work, "…perception, use and creation of the interrelationships between the various factors in professional situations in which it operates [social worker – Injectors. E. S.] so that they serve purposes which aims to achieve" (A.W. Nocuń, J. Szmagalski, 1998, p. 28) [11, c. 28].

On the other hand second of the skills mentioned here – social – are primarily a social worker in establishing cooperation and to which there is a relation between social worker – client. Social work is a responsible task, targeted directly, as we have said, to other people, and indirectly also on society. The range presented skills presupposes the existence of a perfect figure of a social worker – largely professional.

However, the social reality, which may already be subject to other considerations, it leaves us with a provocative reflection continuous self-research and self-improvement in this profession.

Quick response to changes taking place in the modern world is one of the most important factors determining the level of competence and vocational skills-governmental professional social. Attracted by the social workers are the skills of their talents understood here in terms of abilities and qualifications for learned profession. Only systematic evaluation and development of the ability to see and use the experience gained, avoid risks, the ability to cooperation, communication and conflict resolution are more important than expertise.

Social work is a phenomenon of creative work. It requires the ability to react to unforeseen situations not included in the methodology and textbooks, and which place a social worker task fast and efficient decision making. The essence of social work comes down anyway to solve problems and, therefore, correct its performance seems to be impossible without the interference of the mind wizard. The work in social work is also associated with the enrichment of its theoretical basis, and therefore with the ability to transfer practical experience on the level of systematic reflection.

A social worker, if appears to us as someone much more complex than just a spontaneous unit ready to help, holding personal generosity or compassionate charity, should be fully professional, which is emphasized in virtually all reported herein kinds of skills.

To sum up, it should be stressed clearly that the activities of a social worker in the face of ongoing changes associated with globalization in various fields of human life should be based just on dialogue, consultation, cooperation, acceptance, trust, honesty, integrity, creativity, persuasion, self-control, and in the and perhaps above all, the internal self-discipline.

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