



Oxford Policy Management

Involvement of social work in social assistance - an international perspective and two country examples from Moldova and South Africa

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ADB project 'Strategies for involving social work in
social assistance in the People's Republic of China

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Key Issue

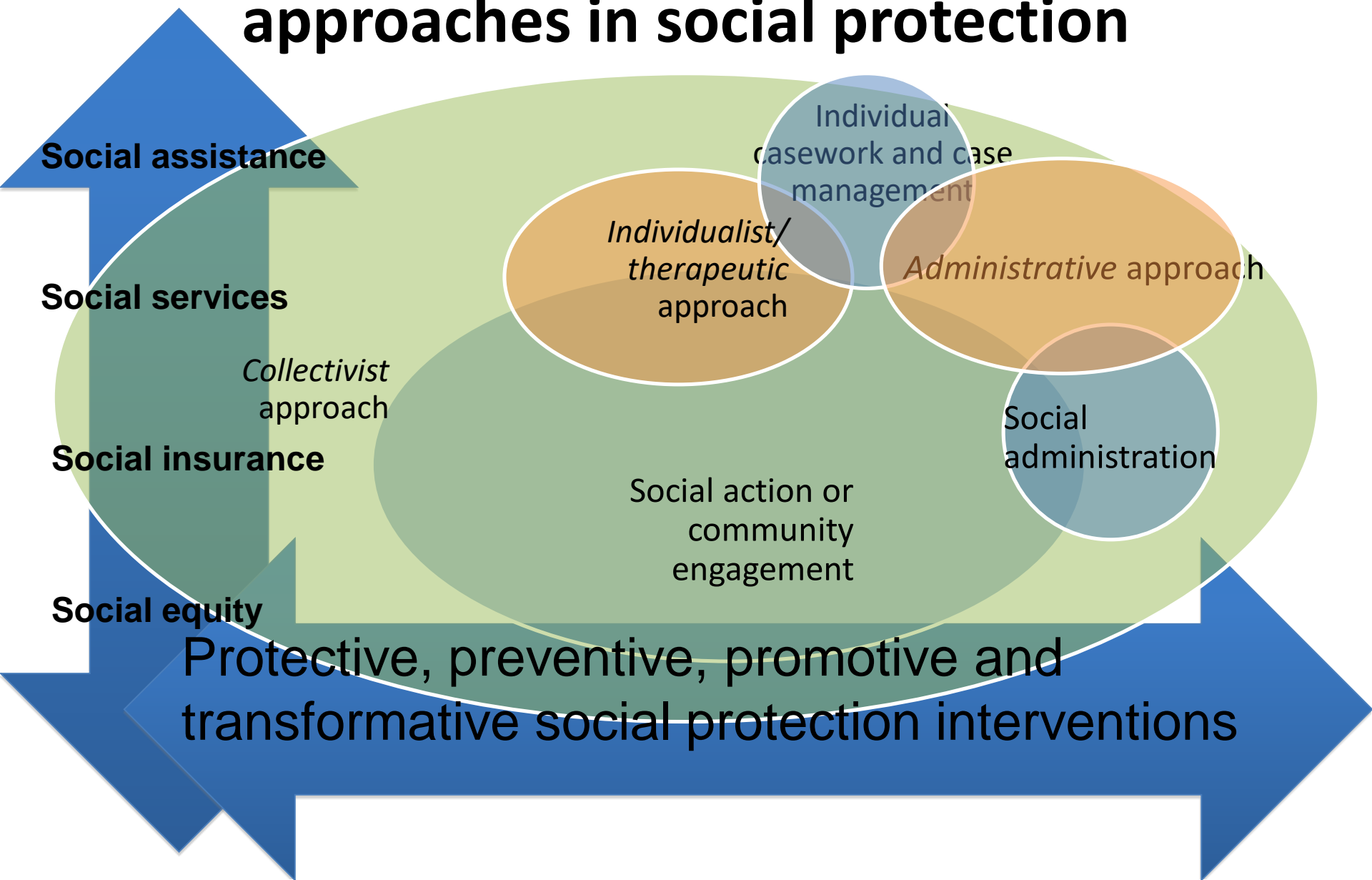
- Social work exists within specific cultural, political, social and economic contexts and cannot be divorced from them
- To what extent can there be, therefore, a universal understanding or definition of social work?

Three main social work approaches

- Social administration
- Individual casework and case management
- Social action or community engagement

- Working with individuals, in both problem-solving and therapeutic ways - the individualist/therapeutic approach
 - Working as a go-between, ensuring that resources are mobilised to meet need, with particular stress on the tasks of liaison and coordination- the administrative approach
 - Working with groups and communities, to construct creative and new types of response to problems, including the development of new services and resources- a collectivist approach
- Lymbury (2005)

Conceptualization of social work approaches in social protection



The place and role of social work

Is the structure of society basically fine and people need help with adjusting to it or does society need amending in a more radical way?

International Federation of Social Workers

- global definition of social work

“Social work is a **practice-based profession** and an **academic discipline** that promotes social change and development, social cohesion, and the empowerment and liberation of people. Principles of social justice, human rights, collective responsibility and respect for diversities are central to social work. Underpinned by theories of social work, social sciences, humanities and indigenous knowledge, social work engages people and structures to address life challenges and enhance wellbeing.” *IFSW 2014*

Is social work a 'true' profession?

Social work is both interdisciplinary and transdisciplinary and draws on a wide array of scientific theories and research. 'Science' is understood in this context in its most basic meaning as 'knowledge'. Social work draws on its own constantly developing theoretical foundation and research as well as theories from other human sciences including but not limited to community development, social pedagogy, administration, anthropology, ecology, economics, education, management, nursing, psychiatry, psychology, public health and sociology. The uniqueness of social work research and theories is that they are applied and emancipatory. <http://ifsw.org/get-involved/global-definition-of-social-work>)

CANADA

Social work is a profession concerned with helping individuals, families, groups and communities to enhance their individual and collective well-being. It aims to help people develop their skills and their ability to use their own resources and those of the community to resolve problems. Social work is concerned with individual and personal problems but also with broader social issues such as poverty, unemployment and domestic violence.

Human rights and social justice are the philosophical underpinnings of social work practice. The uniqueness of social work practice is in the blend of some particular values, knowledge and skills, including the use of relationship as the basis of all interventions and respect for the client's choice and involvement.
(Canadian Association of Social Workers)

UNITED KINGDOM

Social workers play a pivotal and often leading role in safeguarding people's rights, building relationships to support and empower children, adults and families to make important choices about the direction of their lives. (*The College of Social Work*)

Social work grew out of humanitarian and democratic ideals, and its values are based on respect for the equality, worth, and dignity of all people. Since its beginnings over a century ago, social work practice has focused on meeting human needs and developing human potential. Human rights and social justice serve as the motivation and justification for social work action. In solidarity with those who are disadvantaged, the profession strives to alleviate poverty and to work with vulnerable and oppressed people in order to promote social inclusion. Social work values are embodied in the profession's national and international codes of ethics. (*British Association of Social Work provides a Code of Ethics for social work*)

USA

[Social workers are] **graduates of schools of social work** (in the U.S.A. with either bachelor's, Master's or doctoral degrees) **who use their knowledge and skills to provide social services for clients (who may be individuals, families, groups, communities, organizations, or society in general)**. Social workers help people increase their capacities for problem solving and coping, and they help them obtain needed resources, facilitate interactions between individuals and between people and their environments, make organizations responsible to people, and influence social policies. Social workers may work directly with clients addressing individual, family and community issues, or they may work at a systems level on regulations and policy development, or as administrators and planners of large social service systems (Barker, 2003).

FRANCE

The focus of debate is no longer between universities and professions, but between rival definitions of the role of social work within an even broader knowledge base than that provided by the already «interdisciplinary» models of the nineteen eighties. Now, instead of learning about sociology, psychology and social psychology - the three mainstays of most training centres until the middle of the nineteen nineties, students are expected to develop communication, advocacy, legal and contractually based negotiation skills. They learn «strategic thinking» and are invited to carry out a neighbourhood profile analysis for urban development projects.

To what extent can there be a universal understanding or definition of social work?

Common ground

- Social work is a practice and research based profession
- Individual, collective and social administration approaches
- Social workers have specialized education, knowledge and skills

Variance

- Protected profession status
- Level of emphasis on the role of social workers in community or social development/ changing society, achieving social justice, realising rights of vulnerable people
- Policy goals – more equal society with high levels of universal services? Or smaller state role and a greater role/responsibility for individuals and families?

MOLDOVA

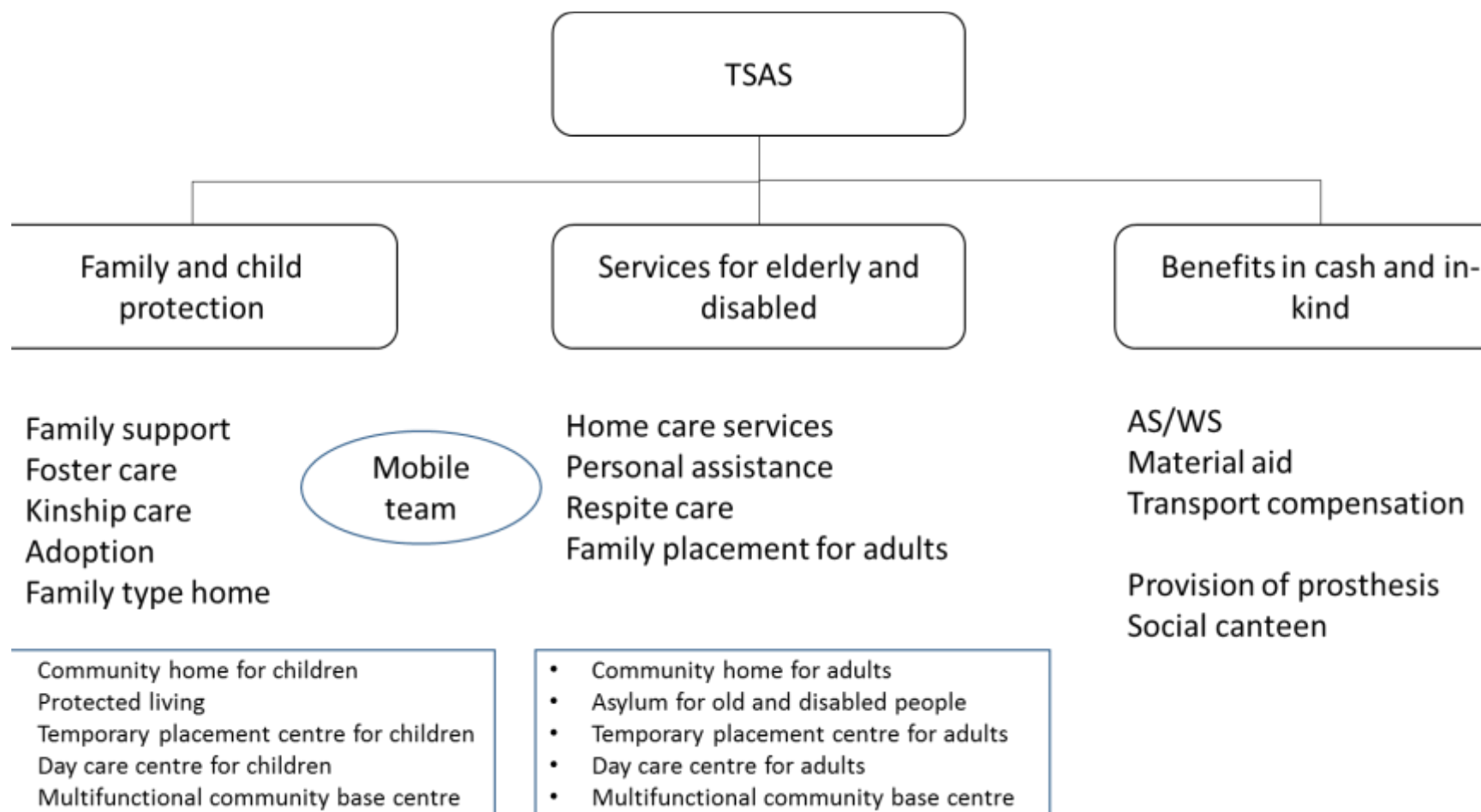
Social Assistance – a component of the national social protection system, in which the state and civil society engage to prevent, limit or eliminate the temporary or permanent effects of events that are considered social risks which can generate marginalisation or social exclusion of persons and families in difficulty (Law on Social Assistance No. 547 from 25.12.2003).

Social Assistance represents the main principle of social protection by which the state intervenes in the prevention or elimination of the negative effects which affect the wellbeing of the most vulnerable groups of the population, meeting the fundamental needs of these groups and restoring their vital functionalities (Law on Social Services No. 123 from 18.06.2010).

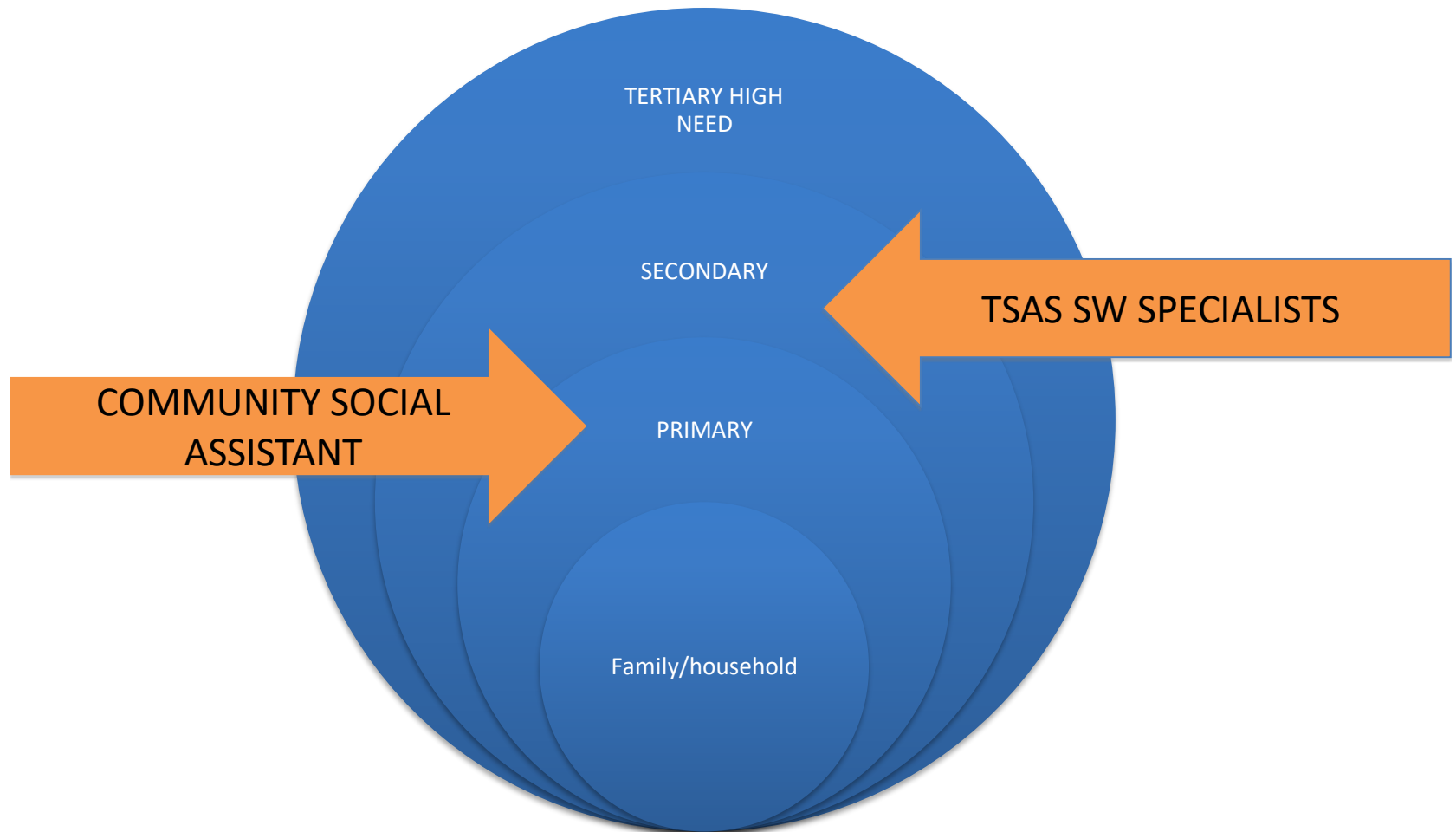
Four types of social work practitioners defined in the Moldova legislative and policy framework

1. **Community Social Workers** – generic social worker providing assistance at the community level to a range of clients including support with applying for cash benefits, individual case work and community mobilisation.
2. **Specialised social services providers** – social worker providing specialised support to specific client groups in a range of settings and services including for example residential services, day care, child protection and care services, community centres, mobile teams
3. **Social worker with specialist functions** – for example community based child protection specialists who are social workers focused on child protection and care in the family and community;
4. **Home care workers** – provide home help services mainly to older people and adults with disabilities in their homes

Services delivered by Territorial Social Assistance Service in Moldova



Moldova – levels of social work involvement in social assistance



Modes of delivery and regulation

- Mainly government services – local authority financed and managed
- Service standards and guidance issued by national government, but not regulated
- New system of licensing non-government service providers
- No mechanism for accreditation or licensing; continuous professional development for social workers required, but not regulated

Contribution to achieving policy goals?

- Child protection, family support and prevention of child separation
- Increasing equity – access to universal and second tier services for families, people with disabilities and older people, especially in rural areas
- Social inclusion – people with disabilities
- Poverty alleviation - targeting and coverage of social assistance programs

SOUTH AFRICA 1

National Association of Social Workers South Africa

CORE VALUES

Service: Social Workers are committed to helping people in need and addressing social problems.

Social Justice: Social Workers address social injustices of all forms.

Relationships: Social Workers recognize the central importance of relationships in human well-being.

Integrity: Social Workers value and protect the trust they earn with clients and communities.

Competence: Social Workers practice within their abilities and work to enhance their professional expertise.

SOUTH AFRICA 2

South African Council for Social Service Professionals (SACSSP)

ETHICAL VALUES

Social justice – Social workers challenge social injustice. They pursue social change, particularly with and on behalf of vulnerable and disadvantaged individuals, families, groups and communities

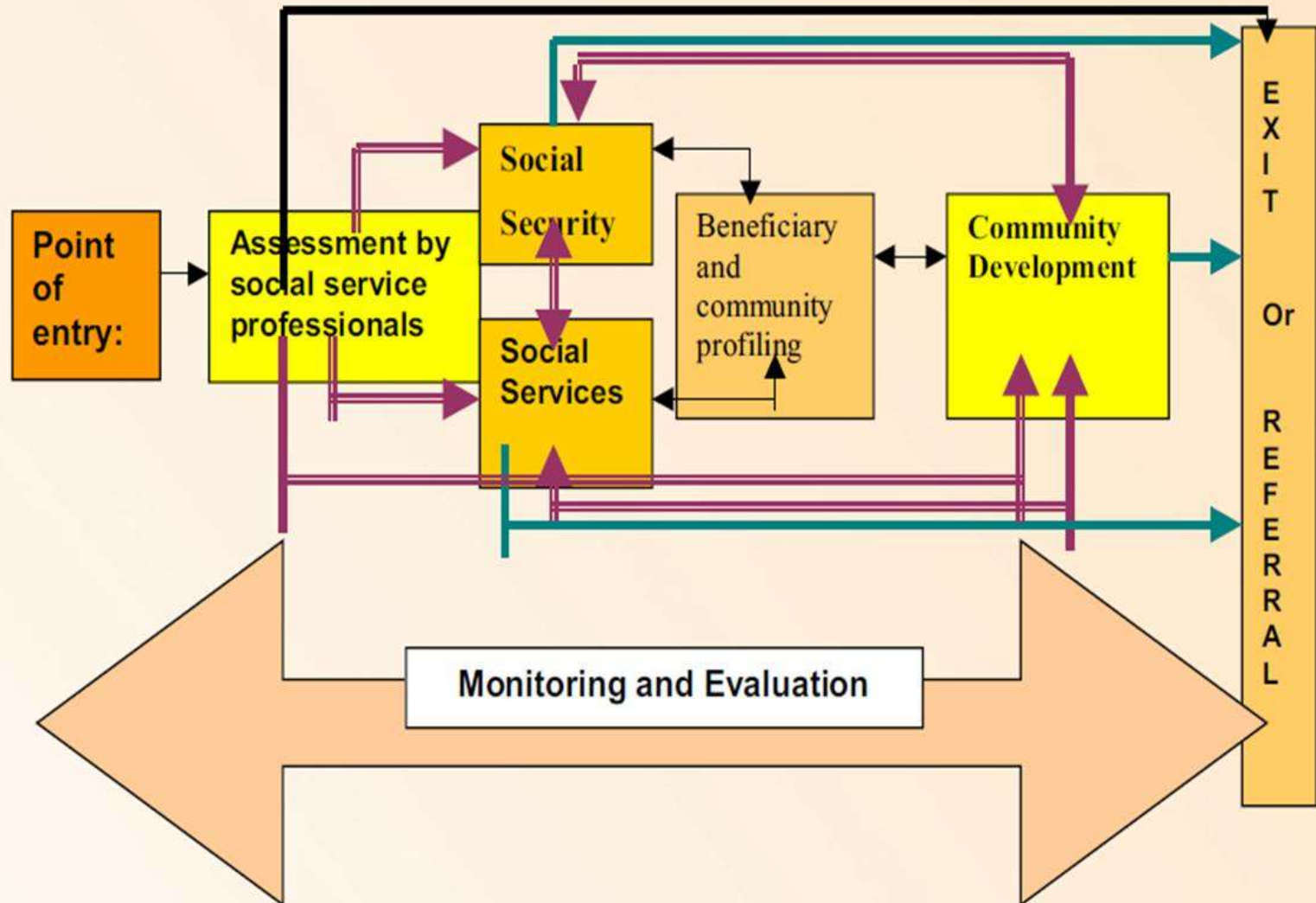
Service delivery – Social workers' primary goal is to assist individuals, families, groups and communities and address social needs and problems.

SOCIAL DEVELOPMENT APPROACH

- Equal emphasis on social and economic aspects of development
- Challenges in implementation:

“Despite having adopted a developmental approach to service delivery, the focus of the DSD over the last decade has been predominantly on social security, to the detriment of other developmental social services.” *Strategic Plan Update DSD 2007-2010 (2007)*

Integrated service delivery model (DSD, 2005)



Delivery mechanisms

- Department of Social Development – policies and programs
- Social grants administered through SASSA
- Services provided by NGOs and provincial/local government organizations – formal and informal
- Mixed modes of delivery – public/NGO with funding from public sources

Conclusions

- There is a role for social work in social protection however it is defined – social workers need to be equipped with the competencies and regulatory space to practice preventive, promotive and transformative social work as well as protective

Issues for consideration

- Generic/specialized social work (e.g. for children and those in need of protective services)
- Administrative burden of case work or social administration
- Locally relevant and rooted practice



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Thank you



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国际视野下社会工作介入社会救助 ——基于摩尔多瓦共和国和南非 的案例分析

Joanna Rogers – 国际社会工作顾问

ADB 项目——中国社会工作介入社会救助的策略

北京，2015年12月7日-8日

核心问题

- 社会工作依赖于特定的文化、政治、社会及经济背景，并与之密切相关
- 因此，在何种程度上会达成一个对社会工作的普遍理解和统一的定义？

三种主要的社会工作方法

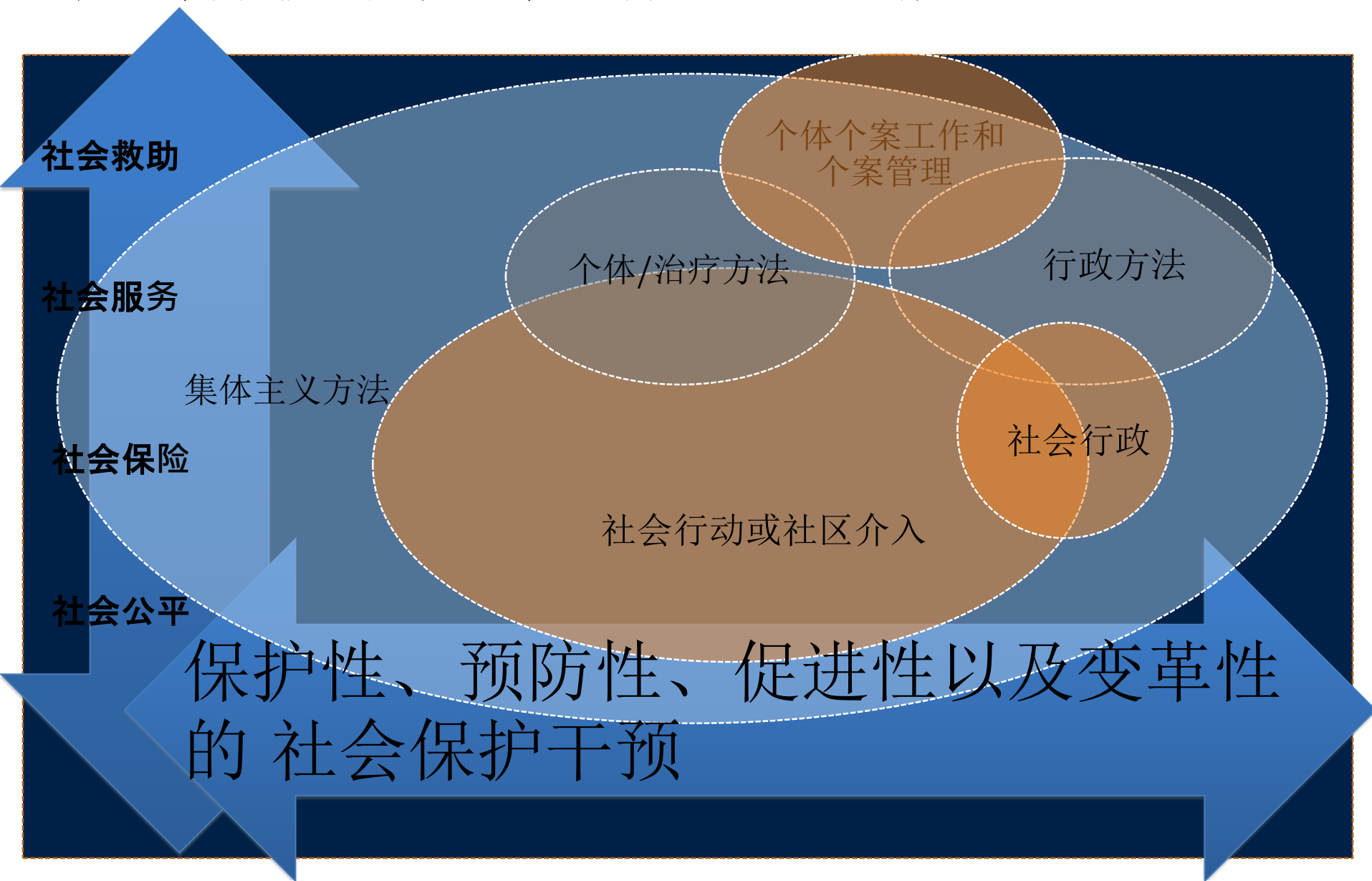
- 社会行政

- 个案工作及个案管理

- 社会行动或社区介入

- 与个人合作, 运用解决问题和治疗的方法 – 个人主义/治疗方法
- 作为中间人, 确保资源整合以满足需要, 特别强调任务之间的联系与协调-行政工作方法
- 与小组和社区合作, 构建具有创造性和新型的解决问题方法, i包括发掘新的服务和资源——集体主义工作方法
Lymbury (2005)

社会保护中社会工作方法的概念化



社会工作的地位与角色

社会结构基本良好，人们是否还需要帮助其进行调整或一种更为激进的改良？

国际社会工作者联盟 —— 社会工作的国际定义

“社会工作是以实践为基础的职业，是促进社会改革和发展、提高社会凝聚力、赋权并解放人类的一门学科。社会工作的核心准则是追求社会正义、人权、集体责任和尊重多样性。基于社会工作、社会学、人类学和本土化知识的理论基础，社会工作鼓励人们和各类机构应对生活挑战和改善福利。” IFSW

2014

社会工作真的是一种职业吗？

社会工作是一门跨学科的吸收多门学科理论的科学理论和研究。“科学”在这里可以理解为其最基本的含义，即“知识”。社会工作利用其自身持续发展的理论基础和研究以及吸收其它人类学包括但不限于社区发展、社会教育学、行政管理学、人类学、生物学、经济学、教育学、管理学、护理学、精神病学、心理学、公共卫生和社会学。社会工作研究和理论的独特之处在于它们的应用和解放。

<http://ifsw.org/get-involved/global-definition-of-social-work>)

加拿大

社会工作是一种关于帮助个体、家庭、群体和社区增进个体和集体福利的职业。它旨在帮助人们开发自身的技术和能力，使用自身或社区资源解决问题。社会工作关注个体问题，但也关注更广泛的社会问题如贫困、失业及家庭暴力。

人权和社会公正是社会工作实践的理论基础。社会工作的独特性与一些特定的价值、知识与技能相融合，包括使用关系作为所有干预的基础；尊重委托人的选择与介入。（加拿大社会工作者协会）

英国

社会工作在很多方面扮演了关键的且通常是领导性的角色，例如保障人们的权利，为帮助和支持儿童、成人以及家庭做出重要的决策而建立社会关系等。(The College of Social Work)

社会工作的理念源于人道主义和民主思想，它的价值建立在尊重平等、财产和人类尊严之上。社会工作的实践始于一个世纪之前，自那时起，它就专注于满足人们的需求、发掘人类的潜能。人权和社会公正是社会工作行为的动力与支撑。这一行业与有缺陷者团结一致，力图消除贫困，与弱者和受压迫者一道，促进社会融合。社会工作行业的国际和国内道德准则充分体现了它的价值。（英国社会工作者协会制定了社会工作道德准则）

美国

社会工作者均拥有学校学历教育（在美国有社会本科学位、硕士学位或博士学位），他们利用自身知识和技能为需要者（可能是个人、家庭、群体、社区或整个社会）提供服务。社会工作者帮助人们提高解决问题的能力，获得所需资源，增进人与人、人与环境以及人与社会之间的互动，增强组织的社会责任感，影响社会政策。社会工作者可能直接与需要者合作解决个人、家庭和社区问题，也可能在系统层面上促进规范和政策制定；还可能是建立宏观社会服务系统中的管理者和计划者（Barker, 2003）。

法国

辩论的焦点不再是在大学与职业之间，而是20世纪80年代的跨学科定义与目前在一个更加宽泛的知识基础上定义社会工作的角色之间的冲突。

直到20世纪90年代中期，社会学、心理学、社会心理学仍是大多数职业学校的核心课程，而现在，学生们需要学习沟通、支持、法律及契约基础上的谈判技能，学习战略思维，为城市发展项目进行邻域剖面分析

在何种程度上有一个对社会工作的普遍性理解或定义？

相同点

- 社会工作是基于职业的实践与研究
- 个体的、集体的以及社会管理的方法
- 社会工作者具有专业的教育、知识及技能

不同点

- 职业地位的受保护状况
- 对社会工作者所扮演角色的重视程度不同，如促进社区/社会发展，实现社会公正，保障弱势群体的权利等
- 政策目标——拥有高水平社会服务的更公平的社会？或者强调个体和家庭责任，弱化政府角色？

摩尔多瓦

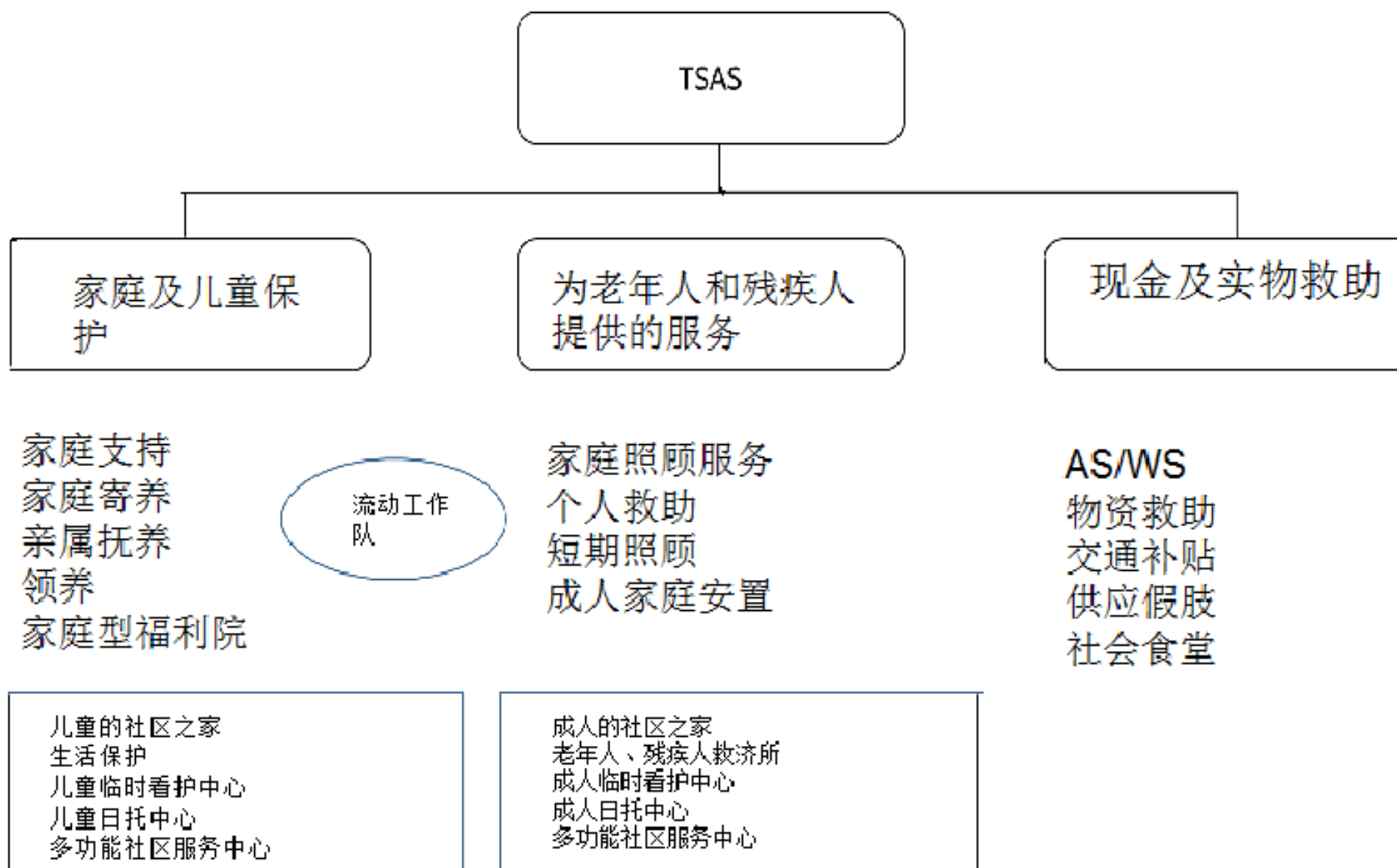
社会救助 ——国家社会保护体系的一部分，政府及社会团体参与预防、限制或消除被认为是社会风险的暂时性或永久性事件，这些社会风险可能产生困难家庭、个体的边缘化或社会排斥等问题。（社会救助法第547条，2003，12, 25）.

社会救助代表了社会保护的主要原则。政府通过社会保护的干预方式来预防或消除影响最弱势群体福利的负面因素，满足他们的基本需要并恢复他们的主要功能。（社会救助法第123 条，2010, 6, 18）.

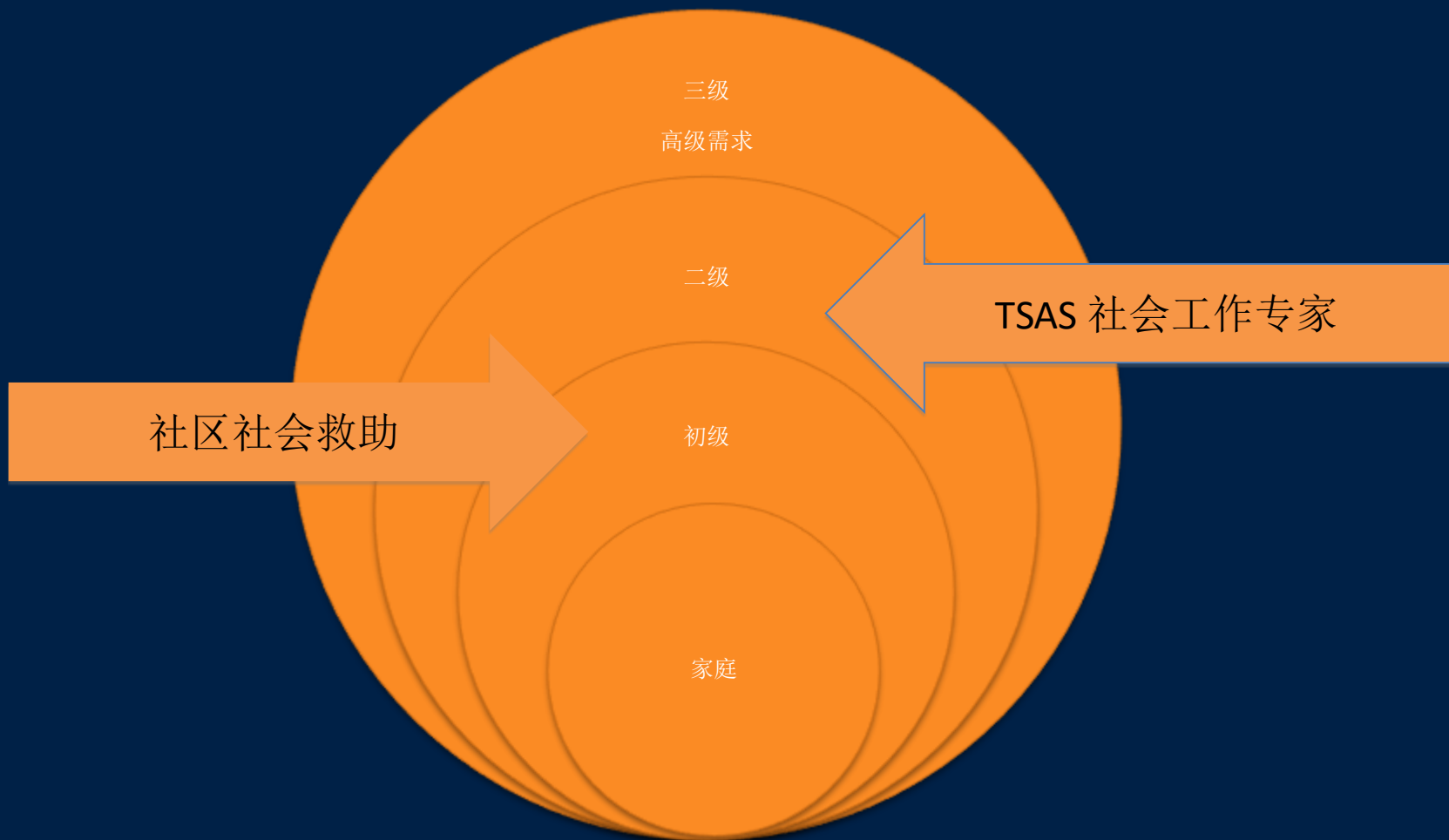
摩尔多瓦立法及政策框架中社会工作从业者的四种类型

1. 社区社会工作者——一般性的社会工作者，在社区层面为需要者提供帮助， 包括帮助申请现金救助， 个案工作， 以及社区动员。
2. 专业社会服务提供者—— 社会工作者为特定人群提供广泛的设施和服务支持， 包括， 住宅服务， 日托服务， 儿童保护和照料服务， 社区服务中心， 流动工作队等。
3. 具有专家功能的社会工作者 - 如基于社区儿童保护专门工作者， 即专注于家庭和社区的儿童保护和照顾的专业社区工作者。
4. 家庭护理工作者 - 主要为老年人和残疾人提供家庭照顾服务。

摩尔多瓦地方社会救助服务体系(TSAS)提供的服务



摩尔多瓦 – 社会工作介入社会救助的水平



递送模式与规定

- 主要是政府服务— 地方政府出资并管理
- 中央政府制定服务标准与指导原则, 但不负责监管
- 非政府服务提供者的许可体系
- 缺乏认证和许可机制; 社会工作者进一步继续发展的需要, 但没有相应的规章制度。

有助于实现政策目标？

- 儿童保护，家庭支持，预防儿童离散
- 促进公平—家庭、老年人、残疾人等均可获得普遍性和次级服务，尤其是在农村地区。
- 残疾人的社会融合
- 消除贫困-社会救助项目的目标定位与覆盖范围

南非 1

南非全国社工协会

核心价值观

服务：社会工作者应当致力于帮助有需要的人并关注社会问题。

社会公正：社会工作者关注各种形式的社会不公正。

关系：社会工作者认识到社会关系在人类福祉中的重要作用。

正直：社会工作者珍视并保护他们在接受服务者和社区那里赢得的信任。

胜任力：社会工作者在能力范围内行动并努力提高自己的专业技能

南非 2

南非社会服务专业人才委员会 (SACSSP)

伦理价值观

社会公正—社会工作者挑战社会不平等。他们寻求社会改变，特别是为弱势个体、家庭、群体以及社区追求改变。

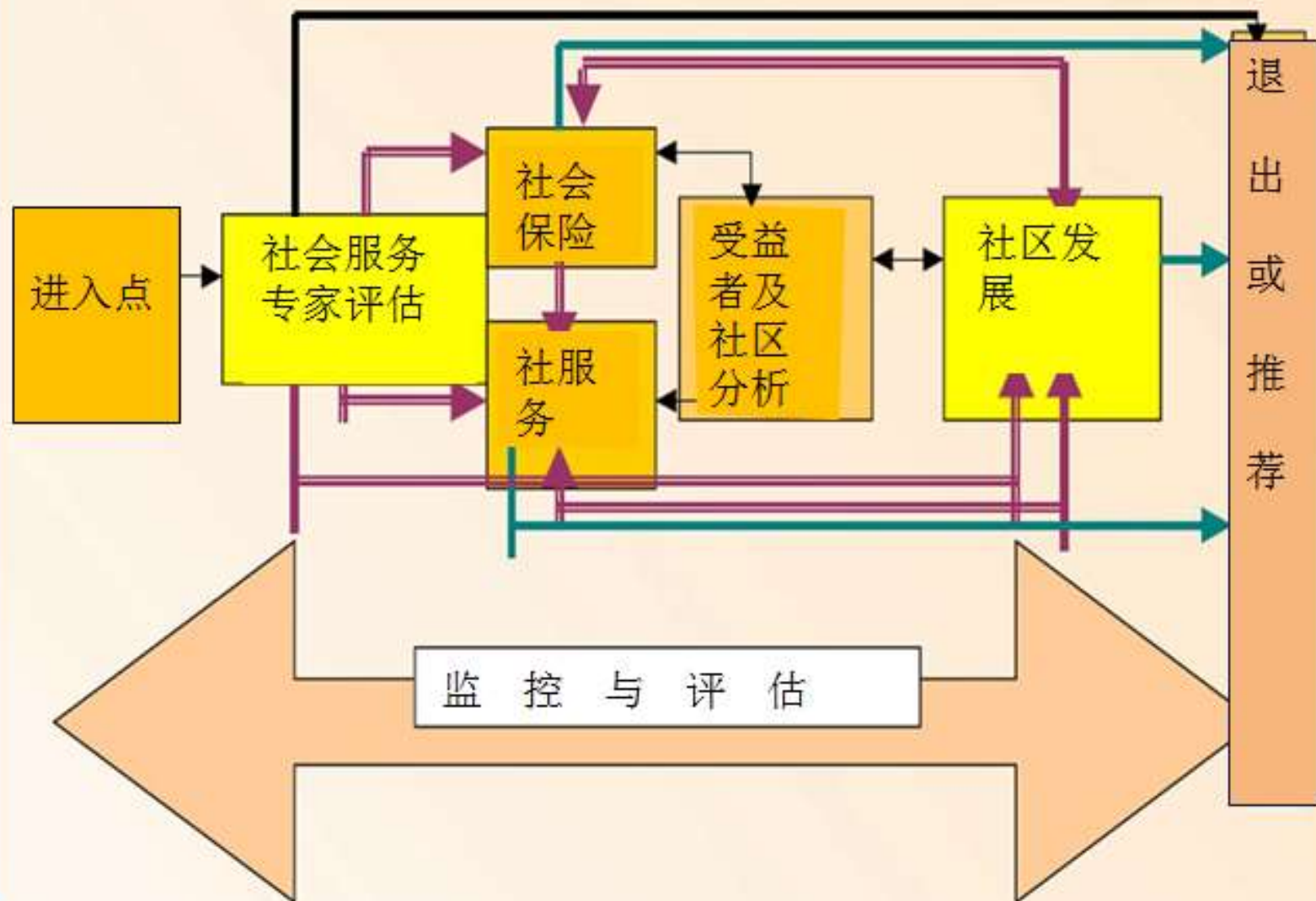
提供服务—社会工作者的基本目标是帮助个体、家庭、群体及社区，满足社会需要，解决社会问题。

社会发展方法

- 社会与经济发展并重
- 实施中的挑战:

“尽管在提供服务时强调发展的方法，在过去的十年中对于DSD的重视主要是将社会保障置于优先地位，从而损害了其他发展性的社会服务。” *Strategic Plan Update DSD 2007-2010 (2007)*

完整服务提供模型 (DSD, 2005)



递送机制

- 社会发展部— 政策及项目
- 社会救助补助由SASSA管理
- 省级/地方政府及NGOs 提供服务, — 正式的和非正式的
- 混合递送模式— 公共//NGO的资金来源于公共资源

结论

- 无论定义如何，社会工作在社会保护中都应承担这样的角色— 社会工作者需要具备专业技能，并有资格开展预防性、促进性及转变性的社会工作与社会保护。

注意事项

- 一般性/特殊性社会工作 (例如针对儿童或针对需要保护服务的人)
- 个案管理与社会行政的行政负担
- 与地方相关的及基于地方的实践



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Thank you