UNIT 11: VARIOUS SETTINGS OF SOCIAL WORK PROFESSION

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11.1 LEARNING OBJECTIVES

The aim of this unit is to provide you with conceptual clarity of settings of social work so that in future you may be able to identify the different settings of Social Work Profession.

After reading this unit you will be able to

- Understand the meaning of setting in context to Social Work.
- Familiar with various settings of Social Work profession.
- To know the designations of the Social Workers in various Settings.

11.2 INTRODUCTION

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. The social work profession promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance wellbeing. Utilising theories of human behaviour and social systems, social work intervenes at the points where people interact with their environments. Principles of human rights and social justice are fundamental to social work.(International Federation of Social Workers, 2000), one of the most important contextual feature of social work arises from the fact that the majority of the social work practice takes place in organizational contexts and is defined by the mission and the mandate of the employing agency. Organizations in turn reflect the commitment and ability of a society, nation, or local community to care for the social and health needs of the population. The specific place where social work intervention is possible is understood as settings. In India a person - holding a Bachelor (BSW) or Master (M.A in Social Work/ MSW) degree in Social Work - is generally considered a professional social worker. As far as Indian scenario is concerned, professional social workers can be found in direct practice in administrative, management and policy planning, positions in various Government and Non-Governmental Organizations (NGOs) as well as in government ministries. Both Governmental and Non-Governmental Organizations (NGOs) have a lot to offer, if you are willing to work hard and in any given conditions. International organizations too are socially aware and hence a number of opportunities are available in international social work. Industrial and commercial units too are looking to hire social workers. A degree or diploma in Social Work is creating a large number opportunities for the millions of Indian youth in various sectors.

11.3 MEANING AND VARIOUS TYPES OF SETTINGS OF SOCIAL WORK PROFESSION

Intervention of Social work by applying different methods will be more meaningful only when the professional social workers understand and identify the specific places, time and people. The specific places where professional Social workers provide services can be called settings. The settings of social work profession can be broadly divided in to two types. One is a) Institutional (e.g. schools, factories, hospitals) and the other is b) Non-Institutional (e.g. slums, villages).Social workers work in a broad range of settings - from academic to corporate, community-based to legislative offices. Various institutional and non-institutional settings of social work profession are mentioned below.

11.4 INSTITUTIONAL SETTINGS

Institutional settings are the organizations, establishments, society or the like devoted to the promotion of a particular cause or a program, especially one of a public, educational, or charitable character.These Institutions are known as formal organizations which have hierarchical structures to provide various services, where professional social workers also become a part of those hierarchical structures. Various institutional settings of Social work profession are discussed below-

11.4.1 School Setting

School is an important setting for Social work intervention. Most of the Private and public schools today employ school social workers to assist the students to develop their personality. As a social worker in school setting you must understand your role. Social work intervention by applying group work and case work methods are very popular in this particular setting. Social work professionals know how to deal with an individual and with a group in a systematic way and help them to grow in all the aspects. The social workers in school setting basically deal with the students who fail to accomplish the developmental tasks and cannot fulfil the social expectations

of parents and teachers as a pupil due to various reasons. Understanding the needs and the problems of those students in school setting the social workers play different role. According to the problems, challenges and issues of the students of various age groups and gender in schools the role of the social worker may vary as a case worker or a group worker or a researcher. The social worker works with slow learners, demotivated students, drop outs, absentees, and the students who are very aggressive or who cannot success in exams due to various reasons. He/ She interacts the students, guardians, teachers and Peer groups of students and try to identify the needs and problems of them and intervene social work. The School social workers help the students to cope up with the school, social and family environment and help them to change their attitude and behaviour so that they may perform well in academics which will eventually lead them to be a good citizen of the Nation. The areas which are normally covered in social work in school settings are career guidance, counselling, motivation, awareness, value education, leadership building, team work etc.



Principles of human rights and social justice are upheld by the International Federation of Social Workers.

Designations enjoyed by Social Work Professionals in school setting are Social worker, Counsellor, Case worker and Group worker.

11.4.2 Health Care Setting

Health care setting is also an Institutional setting of Social work profession. In this setting welfare services are provided to patients and his family members. Social workers in this setting have some specific roles to play. These are assisting doctors by providing about the social and economic background of the patients. Counselling the patients, providing moral support to the patients, social worker can also provide group therapy to mentally ill patients moreover helping the illiterate and uneducated patients to know about treatment. Many social workers in health care are specialized in a specific area. These include child care, the care of dying patients, counselling the terminal ill people. Social workers, like doctors and nurses, play an important role in health care settings. Social workers serve in hospitals care facilities, hospices, and public health departments. In hospitals and care facilities, they may counsel patients and their families and are

responsible for discharge planning, which include ensuring that patients have needed support services when they leave the medical facility to return home or to go to another care facility. Social workers in Health care settings also serve as liaisons between doctors and patients, advocate for patient needs, and conduct training programme for medical personnel. Some social workers are employed by public health agencies, where they develop, implement and evaluate prevention programs. Psychiatric social workers help people through individual, family and group counselling. Although Psychiatric treatment takes place in many fields of practice, psychiatric social workers can primarily be found in community mental health agencies, hospitals and private practice. The goal of the psychiatric social worker is to help people overcome or cope up with mental disorder such as depression or schizophrenia or to address emotional problems such as grief over the death of a loved one. The ultimate goal of medical and psychiatric social work is to help all such individuals' lead full and productive lives.

Designations enjoyed by Social Work Professionals in Health Care setting are- Counsellor, Medical social worker, Psychiatric Social Worker and Health Care Manager.

11.4.3 Corporate Setting

Social work profession has a special place in corporate setting. It is noteworthy that every corporate sector organizations carry out number of activities and programs to improve the overall condition of workers and their families, to improve the socio-economic status of different stakeholders and weaker sections of the society through CSR (corporate social responsibility) projects where they spend 2% of their average net profits. The concept of mandatory Corporate Social Responsibility is arrived from the term "Good Corporate Citizenship" which connotes the extent to which businesses are socially responsible for meeting legal, ethical and economic responsibilities placed on them by stakeholders. Under CSR projects this organizations adopt villages then identify their needs and basic problems and tries to minimise the problems. In this process social workers are involved and help the organizations in different aspects right from need

identification to monitoring and evaluation. CSR projects are also extended to various communities and different sections of the society. Apart from this social workers in corporate settings help the individuals and groups towards better adaptation to work situation. The social workers deal with varied social problems of workers in industries. Individual problems of absenteeism, alcoholism, depression, stress related disorders, drug addiction etc. among the factory workers are the concerns for the social workers. Social workers are also employed as welfare officers to provide the welfare and other facilities which come under the welfare provisions, health provisions of various Acts such as Factories Act 19411, Plantation Labour Act 1951 if the number of employees exceeds 500 and 300 respectively. Moreover social workers engage themselves as Human Resource Managers and deal with the employees from recruitment to retirement.

Designations enjoyed by Social Work Professionals in corporate setting are: HR Manager, Personnel Manager, Executive Trainee, Labour welfare officer, Community Development Officer, Social Development Officer, Rural Development Officer and Welfare Officer.

11.4.4 Correctional Setting

India is inhabited by persons of different racial, ethnic and cultural backgrounds who constitute themselves in to castes, kinship groups and tribes; and live in rural, urban and metropolitan communities. The growth of urbanization and industrialization during the past four decades has clearly affected the traditional forms of socialization and social control. This has led to increasing rates of all types of deviant behaviour, juvenile delinquency and crime especially in large cities. Therefore the number of correctional settings has also increased. Correctional services have been started with faith in human kind that every human being must have a second chance to start a life afresh. Because every convict also a victim of certain circumstances which make him a convict. Social work professionals are engaged in many institutions of correctional settings such as Remand/ Observation home, prisons, probation hostels, Beggar homes, Protective

homes, Drug rehabilitation centres etc. Social Workers fill a variety of roles in both the Juvenile and adult correctional services. They are involved in juvenile and adult probation hostels and parole. Social Work in correctional setting provides immense opportunity to examine and work with actors and institutions dealing with crime, law and justice from a rights-based perspective. The primary goal of the criminal justice system is to maintain public safety and punish lawbreakers by confining and controlling them (Miller 1995).

Social workers specialize in juvenile corrections, rehabilitation in the adult correctional system, case management and counselling services in probation and parole, police social work and victim assistance services. They are most often employed by central and state governments, non-profit victim assistance agencies or lobbies. Regardless of setting Criminal justice social workers advocate for public policies that address poverty, unemployment and hopelessness.

Designations enjoyed by Social Work Professionals in Correctional setting are- Social Worker, Counsellor, Probation Officer, Superintendent and others.

11.4.5 Government Setting

Government is also an important setting for social work professional as Social workers can engage themselves into various departments, projects and programmes of both state and central government. India remains as a welfare state since Independence. The continuous efforts made by the government to up bring the marginalised and weaker sections of the society through various schemes and programmes offers tremendous opportunities for professional social workers in this setting. The following programmes and schemes have been launched by the government to improve the quality of life. These are Integrated Rural Development Programme (IRDP), National Rural Livelihood Mission (NRLM), Rural Housing Indira AwajYojana(IAY), National Rural Employment Guarantee Act (NREGA), National Health Mission(NHM),Swatch Bharat Mission (SBM), Integrated Child Development Service (ICDS), Integrated Programme for

Street Children, Mid-day Meal scheme, Nutrition programme for adolescent girls, Jawaharlal Nehru National Urban Renewal Mission (JNNURM), Integrated Housing and Slum Development Programme (IHSDP) under JNNRUM for slum improvement and rehabilitation, Housing for all by 2022 etc.

Designations enjoyed by Social Work Professionals in Government setting are:

Project Director, Program Director, Program Officer, Program Coordinator, Counsellor, Project Officer, Community Mobilizer, Program Manager and others.

11.4.6 Non-Government Setting

People are creating new institutions at both local and national levels to provide for needs that are not being met by either the market place or the public sector. These institutions are known as NGOs. The Concise Oxford Dictionary Defines non-government as " not belonging to or associated with a government." India is estimated to have between 1 and 2 million NGOs. Today the NGO community is involved in virtually every aspect of development irrespective of a Nation's resources or income. NGO works as relief and welfare agencies, as public services agents for government and also promoters of grass-roots development, self-help and empowerment movements. They even produce and implement technological innovations. NGOs are also active in information and advocacy work. Many are secular organizations and others are inspired by faith traditions. Moreover NGOs operate in diverse areas such as education, healthcare, sanitation & hygiene, environment etc. Not all but majority of the NGOs provide an opportunity to intervene social work professionally. For e.g. Comprehensive Rural Health Project (CRHP), PRADHAN, Oxfam ,World Vision, BoscoGraminVikashKendra (BGVK) ManavSadhna, North East Network(NEN) etc. These NGOs recruit multi-talented professional social workers.



Social workers in the NGO setting are promoters of grassroot development.

Designations that can be acquired by Social Work Professionals in

Non-Government setting

Project Director, Program Director, Program Officer, Program Coordinator, Assistant Coordinator, Program Assistant, Project Officer, Community Mobilizer, Program Manager

Block/District/State/Zonal/Regional Coordinator, Counsellor, Monitoring and Evaluation Officer, Research Officer/Researcher, Social Worker, Resource Mobiliser, Training Coordinator, Fund raiser, Psychiatric Social Worker, School Social Worker and many more.

11.5 NON-INSTITUTIONAL SETTING

Non-Institutional settings arealso known as open settings where a professional social worker can engage himself or herself to uplift the marginalised groups of the society or communities. This setting is different from Institutional settings. There are no hierarchical structures in this setting. The social workers may take the help of some formal or informal groups or Community Based Organizations (CBO) such as farmers club, SHG groups, and youth clubs etc. to work in non-institutional settings. Various non- institutional settings of Social work profession are discussed below-

11.5.1 Village Setting

M. K. Gandhi said "True democracy cannot be run by 20 people sitting in the centre. It should be run by villagers at grassroots level. Today the power is centralised to cities like Delhi, Calcutta and Bombay. I would like to decentralise it to 7 Lakh villages". A village is also a non-institutional setting of social work profession. A village is a clustered human settlement or community, larger than a hamlet but smaller than a town, with a population ranging from a few hundred to a few thousands. Though often located in rural areas, the term urban village is also applied in certain urban neighbourhoods. The soul of India lives in its villages. According to 2011 census of India, 611.114% of Indians live in 640,1167 different villages. Creating a model village concept is getting momentum in almost all the states of India and some people have succeeded. Ralegan Siddhi

(Maharashtra, Developed by Anna Hazare), Hiware Bazaar (Maharashtra, Developed by PapadRao Power), B.R. Hills Model Village (Karnataka, Developed by Dr. Sudharsan) are the live examples of model villages in terms sustainable development in India. Not all but more than 110% of the villagers in India face certain common and basic problems which includes poverty, unemployment, poor sanitation and hygiene, Ignorance, superstitions, poor road connectivity etc. Social workers can engage themselves in village setting and work in different thematic areas by applying professional knowledge, skills and principles to improve the quality of life.

Designations enjoyed by Social Work Professionals in Village setting

Community Mobiliser, Social Worker, Community Worker, Group Worker, Community Leader, Volunteer, etc

11.5.2 Slum Setting

A slum is a non-institutional setting of social work profession. According to 2011 census 17% of urban India lives in slums. A slum is a heavily populated urban informal settlement characterized by substandard housing and squalor. While slums differ in size and other characteristics from country to country, most lack reliable sanitation services, supply of clean water, reliable electricity, timely law enforcement and other basic services. Slum residences vary from shanty houses to professionally built dwellings that because of poor-quality design or construction have deteriorated into slums. According to UN-Habitat, around 33% of the urban population in the developing world in 2012, or about 1163 million people, lived in slums and by the year 2035, slums may become the primary living environment for the world's urban dwellers. Social work has from its inception in the 19th century given focused attention to the needs of people living in slum communities (Estes, 2009; Karger&Stoez, 2010; Trattner, 1999). A significant contribution social workers working in communities with slum conditions could make is to foster dialogue among slum residents, policy makers, social work practitioners and academics to in order craft models to guide social work practice in slums, and further to assess effectiveness of these models. As a professional social worker we may engage ourselves

in different slums of India such as Dharavi (Mumbai), Pilkhana(Kolkata), Kirti Nagar (Delhi)etc. and mobilize those people who dwell in slum and help them to develop holistically. We may also collaborate with some NGOs and work in slum settings.

Social workers can play the role of Community Mobiliser, Social Worker, Community Worker, Group worker, Community Leader, Volunteer.



11.6 Activity

Sit in the group (5-7 members) and each member should choose one setting where you want to engage yourself in future and explain about the setting and the reason that you want to work. (Each member may take 7 to 10 minute's time).

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CHECK YOUR PROGRESS

Q 1: Fill in the Blanks:

(a) Dharavi Slum is situated at_____

(b) Kirti Nagar Slum is situated at_____.

Q 2: State True or False

(a) School Social worker applies only one method i.e. case work.

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(b) CBO means Community Based Office.

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11.7 LET US SUM UP

In this unit we have understood the meaning of settings in context to social work profession. We have also become familiar with various institutional and non-institutional settings of social work professions. These are School Setting, Health Care Setting, Corporate Setting, Correctional Setting, Government Setting, Non-Government setting, Village setting and Slum Setting.We have also come to know about different types of programmes, projects and schemes of government where social worker can engage. Moreover we have also come to know designations of social worker in various settings.



11.8 FURTHER READING

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11.9 ANSWERS TO 'CHECK YOUR PROGRESS'

Answer 1. (a) Mumbai

Answer 1. (b) Delhi

Answer 2. (a) False

Answer 2. (b) True



11.10 MODEL QUESTIONS

Q.1: What do you mean by slum? Describe the role of social worker in the urban slum setting.

Q.2: What is CSR? Write the functions of social worker relating to CSR.

Q.3: Describe the scope of social work in schools. Why is it important?

Q.4: Write the meaning of 'correctional settings'. What is the role of social worker in correctional settings?

Q.5: How do social workers assist and counsel patients in the health care setting?

Q.6: What are the functions performed by a social worker in non-governmental setting?