



Critical Social Work Practice

Social work skills in a polyclinic setting

Vestina and Renata

I need a lot of psychological knowledges, a lot of behaviourism. I use it when I have goal to change behaviour. Existential theories with teenagers, communication theories.

We use such knowledge like about children development, their needs, their differences, and we use such theory like cognitive theory, social systems theory and behaviourism theory or otherwise social learning theory. And by the work methods, working with children so we use individual consultations, groups occupation, during this group we use discussions, table games, table games, sharing feelings, things and experiences.

We don't visit children and um yes we work with parents but erm its interesting that
....My experience that parents keen to come to first consultation and then after this I must to call or to ask child to say for mother or father that she will come next time, because if the child is ten, eleven or twelve years old he started alone to go to me and I don't see parents. We went to one child's house to invite him to come here to motivate him to come here because his parents saw the problem they wanted to do something but child didn't agree to go out anywhere from his house and it was very serious, his state was very serious.

Vestina and Renata

I can say I don't know if there are some skills er which couldn't be done by other people, but I can say that I doubt that there are any other kind of profession – how to say – I think that just social workers are able to play so much roles in their work because must play a lot of roles like psychologist, teacher, er advocace....

Advocate – mediate – how to say? administrator and collaborator, project writer, how to say organisator..... It's skills of gathering information and identification of problem or skills of collaboration, of organisation

.....Communication.....

Of interview, also skills of group work of writing social programmes,skills of finding an optimal solution in the case of child.

Also very important for example for me its skills of identifying my feelings and feelings of clients because in this workplace very important to separate it and to identify the cause.

Sometimes you feel that this feelings are not yours, it is such psychiatrist process. So also skills of feelings, control, because you are working with people directly, skills of effective communication and also skills of applying your knowledge and experience.

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I think that values are important such like human worth and dignity, human freedom human rights, confidentiality, also individualisation – yes of client, the justice also.

I think that the same values is for this profession er whom are working with.....

People.

.....with people yeah.

But in social work there is a special attention to these values I think. Because if a client feels that we have not these values they don't want to come to us

We can't see every moment, we can't see what is going on when doctors talking for example consulting patient/client, but I think social workers pay much more attention to these values.

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Relationships between our staff in mental health centre is very good, we also always feel emotional and informational support from psychiatrists, psychologists, nurses, and we feel that social work is really evaluated positively. Often we hear from them that if there wasn't social workers, we don't know what we would do without them and for example one psychiatrist said that now I have much less work when you came here than it was before because maybe its because during consultations I making also like a therapy not just consulting but also therapy. The displeases of my job in this place, I am a little bit afraid when I am consulting parents or maybe its fear because I have not so much experience and I am young and there are some difficulties and sometimes I feel like I have a wall between me and parents and it is difficult for me I feel my own lack of knowledge of psychiatry, and another displease is low salaries, it is not enough salaries because there are really a lot of work, sometimes too much and a lot of big responsibility. So one of the satisfying thing is that in mental health centre, there is always an opportunity to develop, to improve the service and yourself as a social worker and another satisfying thing is that in the centre there is as I said very good social atmosphere among the staff and there is a real team work.

And for me one of the pleases is that its very creative job, and for me its very important you have a lot of opportunities to do what you think is useful for for children, for families and in this job I started to look so much in myself and my feelings and ...

...It helped to know ourselves better.