Paper’s Information

Topic: Reflection on Social Work Practice

Paper Type: Essay

Word Count: 2500 words

Pages: 10pages

Referencing Style: Harvard Style

Education Level: Masters
Reflection on Social Work Practice

[Writer Name]

[Institute Name]
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Introduction

Social work covers many basic services intended to serve equally to each of the members of the community, without requiring this specific contribution to access the benefit, especially to people who do not have sufficient resources to meet certain basic needs. Social work is conceived as a superior mode of assistance and social service. It is the profession that promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance well-being. Utilizing theories of human behaviour and social systems, social work intervenes at the points where people interact with their environment. Principles of Human Rights and Social Justice are fundamental to social work (Barker, 2003).

With the reflection from the experience in social work, it can be shown a path to another source of knowledge; this knowledge based might be called on experience or practical knowledge related considerations, judgments and actions in specific situations. This knowledge, in fact, is part of the professional content, but is used largely verbal and individual level and shape part of a professional level performance known that generally is accepted as valid (Spencer, 2001).

Practical knowledge in social work is displayed in the form of competition judgment in specific situations, understanding where units are created, based on a series of previous experiences of situations similar (Zastrow, 2009). The way of knowledge is characterized by judgment or the ability to make important distinctions. Through knowledge, the ability to make judgment of specific situations that are equal, but not identical, can be developed. There is a
relationship between reflection and social work (Barker, 2003). In the paper, a case will be discussed to have reflection on it in order to know the strengths and weaknesses of the case and the way it was handled.

**Discussion**

The analysis of the work of social relations in terms of service leaves open the critics who consider social work as performing functions of "social control." Second advantage of social work approach in terms of service allows considering the conditions of production of a professional relationship in the face to face between social workers and clients (Zastrow, 2009). Social work is a profession that encompasses more land. Because humans have built a very complex society in which problems arise constantly that no solution can create a conflict that harms mankind. Social work seeks the solution of problems in human relationships that are the foundation of our society

Social workers work directly with individuals, families, groups and communities. They treat social functioning difficulties, offer counselling and therapy, and send their clients to other supportive social services. They are employed by the government, social service agencies and other nonprofits organizations or by different institutions (Spencer, 2001). They can also be self-employed or contract. Social work should be taken as one of the best aids to maintain a balance in any society, so that the same should be versatile, have good foundations and applied correctly.

**Reflection on Practice**
I am working as a social worker and help clients in solving their problems. I work with the users who are elder more than 65 years. One of the cases is going to be discussed over here, which is handled by me. The person is of 65, retired from his previous job.

The Case

I, as a social worker, work for helping elder people of the society. The elder people face many problems in their families, societies, jobs etc. A client Mr. X came to me and told that he had been facing the problem of job as he has some problems while speaking. He had very good experience of jobs, but after his retirement, he could not get the job due to his speaking problem. Due to his this problem, no one wants to hire him in his organization. He got fed up from this problem and got dishearten. And then someone told him to concern a social worker to solve this problem. So he came to me and when I listened to his case, I thought the same that if I could not understand his language properly, then how people would be able to understand. But he wanted to be busy in his this age, as he has been very active person in his life.

But there are many other works which can be done without speaking anything. Mr. X is good at computer and has great experience in very reputable organizations, so he can get the job. But people don’t want to do so. Discrimination is not allowed, it is prohibited. Nevertheless, organizations and communities discriminate on many bases (Redmond, 2004).

Theories, Perspectives and Practice Models
Social work bases its methodology on a systematic body of knowledge supported by experience and derived from research and practice evaluation, including local and indigenous contexts. Recognizes the complexity of interactions between humans and their environment, and the ability of both people are affected as they alter the multiple influences upon them including bio-psychosocial factors. The social work profession draws on theories of human development, behaviour, and social systems to analyze complex situations in order to facilitate individual, organizational, social and cultural (Healy, 2005).

Social work addresses the barriers, inequities and injustices that exist in society. It responds to crises and emergencies as well as personal and social problems of everyday life. Use different knowledge, skills and activities consistent with its holistic focus on people, on the one hand and their environments. Social work interventions range from psychosocial processes targeted at the individual, to involvement in social policy, planning and development. These include counselling, social case work, social group work, social pedagogy and treatment and family therapy, as well as making efforts to help people obtain services and community resources. Interventions also include agency administration, community organization and commitment to the socio-political action to influence social policy and economic development (Healy, 2005). The holistic centre of social work is universal, but the priorities of social work practice will vary from one country to another and from time to time depending on cultural, historical, and socioeconomic.

Social work draws on theories on the development of human behaviour and social systems to analyze situations and facilitating change. The methodology is based on a set of knowledge from experience from evaluation and research practice. Social work interventions range from participation in political life to the psychosocial processes centred on the individual,
always with the ultimate goal of social development. It uses a variety of techniques and activities (interventions) consistent with its focus on people and their environment (Beddoe and Maidment, 2009). These interventions include counselling, social work cases and groups, family therapy, and efforts to obtain community resources. Also important is the political action to impact social development.

I found an act to solve this issue. The Equality Act prohibits discrimination e.g. hiring and training. It is not allowed to discriminate against a person because of their ethnicity, for example in health and social services. There are many laws and policies that are discriminated on any bases. It is not allowed to discriminate anyone on the bases which are not clear (Redmond, 2004). The elder people of the societies have many rights and their rights have to be protected well.

Social Work Values

Social work has developed humanitarian and democratic ideals, and its values are based on respect for the equality, worth and dignity of all people. Since its inception, more than 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 the disadvantaged, the profession strives to alleviate poverty and to liberate vulnerable, the marginalized and the oppressed, promoting social inclusion. Social work values are expressed in codes of professional conduct national and international (Healy, 2005).
Social work has many values regarding service users. The main values include respect, honesty, caution, timeliness etc. Respect means mark the limits of the possibilities of doing or not doing. The difficulties with regard to respect us and leads us to question the notion of Intolerance, i.e. "not tolerate". Honesty is that human quality by which a person is determined to always choose to act based on truth and real justice (giving each one his due, including itself). Being honest is to be real, according to the evidence presented by the world and its various phenomena and elements, is to be genuine, authentic, objective (Healy, 2005). Honesty expresses respect for self and others, who, like us, "are like" and there is no reason to hide it. This attitude seed self confidence and those who are in contact with the honest.

Caution helps us to act correctly under all circumstances, through reflection and reasoning of the effects produced by our words and actions therein. Timeliness is the discipline of being in time to meet our obligations: a quote from the work, a gathering of friends, and a commitment to the office, to deliver outstanding work (Hilsdon, 2006). The value of punctuality is necessary to equip our character personality, order and efficiency, as this value to live fully we are able to do more, play better job, be trustworthy.

Skills of Social Workers

Social workers must have a good knowledge of land claims and the laws and policies governing self-government, because their customers may be affected by these provisions. This knowledge and understanding can cover the areas of child protection, guardianship, mental health, justice or related fields (Dominelli, 2010). The overlapping jurisdictions may be another area of interest, for example in the case of children whose parents are of two different
jurisdictions. A thorough understanding of culture is essential for social workers and should include knowledge of parenting (which can be acquired through participation in a course on traditional parenting, spirituality, family interaction and extended family networks, the traditional system of clans and politics, medicine and traditional healing, communication, livelihoods and, whenever possible, an official language of the country (Hilsdon, 2006).

As a social worker, I am aware of traditional methods of problem solving used by the communities where I work, and be adept at finding solutions in various areas such as aboriginal custom adoption, child custody and programs family support through mediation and consensus building. I have a working knowledge of social issues faced by customers’ populations, such as domestic violence, sexual violence, substance abuse, suicide, dysfunctional families, fatal alcohol syndrome, disease, crime, vandalism and neglect. Social Workers must address these issues in the context of a dynamic contemporary but also incorporating historical determinants like syndrome missionary school, discrimination, past epidemics, genocide and cultural and linguistic impact of the use land resource subsistence food (Harms, 2007). I used my skills of social work to help the client. I used my knowledge and reached to the points which were important to discuss in order to get him justice.

**Structural Issues**

Social work in its various forms addresses the multiple, complex transactions between people and their environments. Its mission is to enable all people to develop their full potential, enrich their lives, and prevent dysfunction. Therefore, the professionals in social work, they become agents of change in society and in the lives of individuals, families and communities
they serve (Dominelli, 2010). Social work is a dynamic, integrated system of values, theory and practice are interrelated. There are many structural issues like unemployment, overcrowding, health issues, housing issues, family problems, education problem, poverty, supermarkets, racism, discrimination, disability etc. In the case, the issue was about discrimination. The client was being discriminated very badly.

**Accountability**

To be responsible, Social workers must have the competence, autonomy and the means necessary for its action. The social worker as any citizen is employee accountable. But this is a recent idea that those engaged or devoted to the general interest have accountable. The questioning of the responsibility of social workers because of acts committed in the exercise of their profession is relatively current (Harms, 2007). In social work, it is good to identify the main areas of professional ethics; we cannot do without question that every professional supports in position. If it is to base its action on the basis of social policies and institutional projects, practitioners of social action cannot shirk this in other places is called their "intimate conviction" or their "conscience" (Healy, 2005).

In the case, I handled all the things with extra care and supervision. Accountability in practice is very important, especially in the practice of social work. Accountability ensures the solutions of the problems. The structural inequality in the case was handled properly in order to get him justice and equality.
Gained Learning

While handling this case, I learned many things. I did not handle this type of case before, but after doing this case, I came to know that how many rights people have regarding discrimination. There are many responsibilities of the organizations which should be done properly. People should not think just about themselves, they should have care for others as well, who are around them. From the beginning of the case, I understood social work practices and its importance as more specific subject. My single mistake could be very harmful for the life of the client. I had to be very careful and tried hard to make him relax and calm, as he was so exhausted.

The overall result of the case was good that the client came to the level that he would apply in some other places where there is no such discrimination. And even the place, where he wanted to do work as part time but got cut after interview, offered him job after looking at the laws and policies about equality and discrimination. They realized that discrimination is a crime. I have realized the importance of social worker. A social service worker is a graduate status who performs work to support people in difficulty. He / she is responsible to welcome, listen, guide people received strong knowledge of devices, social policies, legal frameworks, etc. I will follow these steps in the future as well, which i did in the case. I solved the problem with special care and supervision. I will give extra care and proper time to all cases in future.

Conclusion

Social work is recognized in the context of the social sciences for its ability to intervene in social reality, in multiple problems and diversity of individuals and groups from the areas or
sectors that involve interdisciplinary work, or from the cycle of public policy. Social work is not a specialist in each of the social aspects but what to do to help people to solve their problems. The subject of Social Work gives the methodological process logical. And the current and retrospective vision the profession etc. The practices are therefore nicknamed as they require theoretical obtained within the entire training plan. The paper was about the reflection of the case I handled about discrimination. The case was handled properly. I learned many things. I handled the case properly, but there were some points which I decided to keep in mind while doing any other case in future.
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