

Unique Roles and Skills for Professional Social Works in Indonesia: Disaster Management

Martha Haffey, DSW, MSW, LCSW
Building Professional Social Work in Developing
Countries (www.bpsw.org)
and Ikatan Pekerja Sosial Profesional Indonesia

Social Work Context in Developing Countries: deficits

- Limited public understanding or acceptance of professional social work
- Limited models of professional social workers
- Limited distinct role for professional social work in government services
- No distinct roles for professional social work human service organizations

Context con't: Assets

- International NGO, UN, Foreign Government (USAID), and foreign foundations
- Local Red Cross
- Local Faith-based services
- Government Ministries for Health and Social Need
- Professional social work education
- professional social work organization

Crisis and Larger Systems

- Crisis opens opportunities for change
- For large systems, disaster may shift long-standing view points and change focus
- Disaster extends new financial resources to support change
- Disaster provides opportunities for an infusion of expert technical assistance
- Crisis offers and opportunity for social work recognition

Phases of Change: Large Systems

- Pre-crisis
- Crisis
- Restoration
- Rebuilding

Crisis

Unique Contributions of social work

- Knowledge of human need and social service systems: LINKING
- Biopsychosocialspiritual perspective: STRENGTHS AND RESILIENCE
- Assessment focus on need and resources

Local Professional Social Workers: Crisis

- Knowledge of local languages
- Knowledge of local culture and traditions
- Knowledge of local networks and structure
- Contacts with Government Ministries such as health, education and social affairs

Crisis:

- Influx of international and national helping resources
- Emergency systems
- Rescue, search and clean-up
- Distribution of basic resources for survival
- Psychosocial support

Role of Local Professional Social Work: Crisis

- Member of clinical psychosocial emergency teams
- C-B Crisis and restoration Case Manager
- Group Services
- Helping the Helper
- Administrator of distribution systems
- Supervisor of teams and community psychosocial workers
- Organizer and Trainer

Professional Social Work Skills: Crisis Phase

- C-B Crisis Case Management *
- Psychological Debriefing/ critical incidence
- Trauma assessment and counseling
- Assessment of need and vulnerability
- Social mapping*
- Rapid community needs assessment*
- Organizing skills in “fund” raising, rapid planning and mobilizing volunteers
- Administrative and supportive supervision
- Training of government workers and volunteers
- Interdisciplinary team building

At the End of Crisis Phase

- Master plan for rehabilitation and reconstruction was due three months after the tsunami
- Over 500,000 Acehnese were still living in emergency camps
- Basic needs were met
- 114,000 still missing, 124,000 dead

Challenges for Social Work in Crisis

- Marriage of trauma work and culture
- Using cultural supports for trauma work
- Working with people with varying concepts of mental health
- Participatory processes for decision-making
- Community engagement and social needs assessment

Restoration

Restoration

- Focus on physical infrastructure
- Emergency systems withdrawn
- Focus on government inadequacy
- Government offices more receptive to collaboration

Role and Function of Professional Social Work

- Consultation with government on system's needs.
- Collaboration with international and national NGO in data collection
- Collaboration around problem definition and service models with vulnerable populations
- Proposal development for meeting social service needs

Continued

- Trainer and capacity building of government or NGO community workers
- Community planning and community building

Social Work Skills in Restoration

- Organizing and facilitating data collection
- Facilitating community participation in planning
- Grant writing
- Curriculum building for training government workers in C-B case management
- Curriculum building for training government workers in group services

Challenges for Social Work: Restoration

- Recognition of social work as a key player
- Adapting to grantor's goals
- Maintaining motivation of volunteer planners
- Using existing connections and networks

Rebuilding

Rebuilding Systems: Building Back Better

- Some order has been established
- NGOs are planning gradual withdrawal
- NGOs focus on sustaining efforts
- Local government planning for loss of international support

Role and Function of Professional Social Work

Support government in capacity and systems building through:

- Developing Training Resources
- TOT and supervisors
- Supervision of community workers
- Coordination of Services on vertical and horizontal levels

Skills

- Community Building
- Training
- Negotiating
- Advocacy: case and cause
- Conflict Resolution/ Mediation
- Research Design and facilitation

Challenges to Social Work: Rebuilding

- Competing with international NGOs for staff
- Negotiating budgets with funding sources
- Cultural differences between local social workers and international bureaucracy

Pre-Crisis

Role of a professional organization

- Network and marketing with government, local and international NGOs about social work contribution in disaster
- Defining social work roles in all phases of disaster-linking to curriculum
- Developing training materials for volunteers and social work supervisors

Pre-Crisis continued

- Defining a social work role in mitigation
- Collaborate with environmental engineering, agricultural specialist and other professionals for mitigation work.

Key Concepts

1. The unique contributions of professional social workers in disaster management in developing countries are in work with larger systems as well as with individuals, families and groups.
2. Each phase requires a different set of skills

Key concepts

3. Restoration: Collaboration and grant writing, community building
4. Rebuilding: Management of training and capacity building, systems rebuilding
5. Pre-crisis: networking, planning, collaboration with unlikely partners.