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## The intervention of social worker in Socio-ecological approach and the importance of sociotype

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**Abstract:** The Importance of the social worker with the client lays emphasis on professional preparedness of expert for intervention, but also its ability to stimulate self-realization of client by using socio-ecological relationships. That means that there are used resources of the natural environment for the benefit of the client and its interaction and also support the client in activation of natural social network. Therefore this approach and principles of the natural environment we discuss from the empirical study of the elderly in residential and outreach social work in this contribution.

**Key words:** socio-ecological approach, social worker, intervention, senior

At systematic approach we can talk about integration and integrity of various types of theories with aim to reach a homeostasis, the persistence of internal and external environment with following social stability of client. Representatives of systematic approach say about theory of approaches and systems of work which can be resume as:

- relationship of part and unit;
- systematic mentality of helping specialist;
- relationship of work itself process with client and structures.

Counsellor/therapist/social worker is not only the expert who causes the change in client but he is an administrator of specific leading of the conversation in which can encourage in change. Systematic approach enables the new view on traditional approaches of counselling, psychotherapy and social work with its own constructive attitude. It evolves the ability of social worker to lead a conversation and process of work with client who comes from communicative and systematic theory. Hence the social worker is a specialist on conversation. The function of social support and casework from that theory is conscious of all possible mutual interactions in client's environment.

If we emanate from given theory that could be applied to casework and proceeding of work with client, it is possible to talk, that:

- activates personal and social sources of client;
- focuses on real situation of client and his opportunities, without historical context;
- does not grapple with causal facts (observation) and its whole effort leads to solving of certain problem;
- focuses on client and his strong aspects of personality which can be helpful to solve the problem;
- at systematic approach with using of all possible strategic opportunities and interventions of client in his lower environment we supposed that the problem will be solved early and we will save client's time;
- develops coordination focusing on client's education, leads the client, follows, provides counselling and therapy;
- develops client's creativity and orients on social sources of afford assistance;
- works with terms as problem and dissolution of problem;
- creates with client a contract with functions, goals, methods and actions.
- According to Strnada (1999) the helping worker who systematically accesses to client is aware of:
- "identity" of spectator which has circular character, it connects with observation of happening in time;
- biological self-organization of individual necessarily connects with structure of other organism which are needed for its self-organization;
- primarily the reality is of social character, however, biological-cognitive aspect and perspective of individual cannot be lost in social macro-processes.

Ecological approach shifts towards in our attention the question which involves of social support and requires to social workers use their own work positions

to influencing the actions and at assigning the sources. Unlike from other application of systematic theory involves the support in assessment of structural causalities of persecution and emphasis of relevant strategy for actions solving problems<sup>1</sup>.

Along this line oriented social worker in his work with client must be focused on natural social source, so family and client's environment network. „Socio – ecological approach is expressed into two main components:

- socio-ecological approach supports the functioning of the natural social system.
- in minimal possible criterion intervenes to natural life dependences which relate to various principles that construct the socio-ecological casework”<sup>2</sup>.

„In solving of social problems the social worker focuses on activation, supporting and activating of client's natural social relationships, client's social networks and among these belong: family, relatives, neighbourhood and relationships which client created to professional such as providers, home-nurse, baby-farmers, professional parents and many others”<sup>3</sup>. The social worker in case of intervention uses all available relationships and social networks that support self-realization of client in environment in which he lives.<sup>4</sup> Intervention means an interpositional and its own centre core of work with client. In eco-social approach we focus on client's relationships or we try to re-build them and also there is an focus on primary possibilities of his natural environment of social support. In systematic oriented work is the main focus on functionality as the main requirement of supporting relationship. In socio-ecological approach is demonstrated these principles:

### The principle of activation of natural social networks

In course of social worker's intervention with client in solving of his social problem there have to be an aim to active natural social networks and sources

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<sup>1</sup> Payne (1994), In: J. Levická, K. Levická, V. Hanzalíková, A. Bánovčinová, *Eco-social approach in casework*, Trnava: OLIVA, 2012, s.35

<sup>2</sup> Lüssi (1998), In: J. Levická, K. Levická, V. Hanzalíková, A. Bánovčinová, *Eco-social approach in casework...*, s. 35.

<sup>3</sup> Tamže, s. 33

<sup>4</sup> It can involve the environment in which the client set of on very short time period (e.g.: professional family) or after sojourning in residential assignment – after imprisonment or squatting which involves only certain group and age category of habitants and immigrants, however, social workers often replace that term with term of homelessness according to Špániková (M. Špáníková, In: *Compilation from Europe science day 2009*, Ružomberok 2010, s. 141).

from his proximate environment. According to Antolová (2011) the natural social networks are not always available to be activated (for example: target group of migrants and escapees) and in that case it is important to access individually to each client and react on his problems in context of his origin, family, background, and real social environment<sup>5</sup>.

The first antecedence for holdback of that principle is to keep the social links in his natural environment as is sociotype and in case that it requires importance of social problem, it is displacement respectively we can say the exemption of person from sociotype from natural environment. Thus the main goal is to person could stay in his natural environment. To comply with that goal there are various types of social services which helps to assure the basic life conditions, to get social stability and to reconstruct the social independence and interdependence. Besides the communal/civil or governmental sector is also presented the private enterprise social sector which provides the social services and the third type is non-profit, non-governmental, volunteer's sector<sup>6</sup>.

In context of population's ageing is high expectation of distension of outreach social services. Nowadays, actual trends evaluate the importance of home and community care. Family care was considered for primary component of community care where the need of supported services of formal system for family carers has the main goal to ease the load of family carers.<sup>7</sup> It is important to entertain by questions of social prevention of people in retiring age. On macro level from point of view of social preparation on old age it is important to demonstrate on inadequate form of social prevention. Despite age is not solved as a complex of health or social care of individual in retiring age<sup>8</sup>.

### The principle of the smallest interpositional

This principle in the frame of intervention understands the aim of social worker in reinforcement of preparedness and professional preparation of interpositional in work with client without transporting of client from his natural social

<sup>5</sup> V. Antolová, *Methods of casework with applicants for asylum, asylum seekers, infants without escort*, Ružomberok 2011, s. 134.

<sup>6</sup> L. Štefáková, L. Juhásová, *Social services in public, private and non-profit sector and their quality*, Dolný Kubín 2010, s. 269–275.

<sup>7</sup> M. Filipová, T. Matulayová, *Casework in SR and in selected countries of EU*, Banská Bystrica 2008, s. 88.

<sup>8</sup> I. Kamanová, L. Štefáková, *Social prevention focused on citizen in retirement age*, Nitra 2010, s. 223–229.

environment. In the frame of this principle it is important to show the client the other systems in client's natural environment thereby to provide other options of social realization without social isolation, so the using of long-stayed residence of social services only in the case if the situation requires that way or does not exist more appropriate alternative for solution of certain problem.

The evaluation of need of social intervention (services provided to clients in danger in home environment) it is important to think on utility of family and community, level of quality and client's self-sufficiency, his economic situation, accessibility of services and applicability of home environment. Not always it is possible. According to Špánikovej in the cases of battered child or child was a witness of terror which was provided to his mother, that disharmonic development of personality can have an effect to commit a terror on his coevals (chicane) a can last till adulthood when he acts as aggressor<sup>9</sup>.

### The principle of right timing

„The right timing of social intervention means surety of optimal conditions for solving of problematic situation. If the social worker makes a move in right time he will avoid further deepening of problems, resignation of participants of problem, loss of client's interest to integrate to solve the problematic situation<sup>10</sup>.

Some situations which are needed to solve urgently require proximate incidence of social worker, they are also called as crisis interventions such as the situations endangering life and many others. In crisis situation is needed to prompt but some of situations are not appropriate for immediate interposal. It involves the following situations:

- If the social worker does not have ampleness of information which needs for understanding the problem and planning of intervention;
- If the information which got are too emotively under-paint, so we do not know exactly whether it is social problem or not;
- If the situations is evaluated that the interposal of third person will not be necessary.
- If the social worker made a decision to suspend the intervention afterwards or if the situation requires the interposal but there are missing concrete

<sup>9</sup> M. Špániková, *Domestic violence and attitude of environment towards the victims of violence*, Dolný Kubín–Ružomberok 2009. s. 271–278.

<sup>10</sup> J. Levická, K. Levická, V. Hanzalíková, A. Bánovčinová, *Eco-social approach in casework...*, s. 33.

facts to we could make a move<sup>11</sup> according the Španik in this case the risk of procastration is high<sup>12</sup>.

„Doel elaborated seven points by reviewing that we can accept the legality of mandate for our proceeding:

1. urgency of problem;
2. when aftermath of the problem are not reduced;
3. chances for success at migration of problem;
4. ability of social worker and agency to help with problem;
5. motivation of client to work on problem;
6. support that client will get from people;
7. specific feature of problem<sup>13</sup>

Other principles of this approach are principles of effectiveness, concept chaotant to effect, between understanding and proceeding and principle of advisability. In the frame of that approach we can demonstrate the influence of environment to client's self-realization and enjoyment from research results of seniors on providing care by the medium of selected social services. We were interested in two forms of providing.

One of the forms how to provide the care of seniors was long-stayed residence. We selected the main representative that was the providing of care in elderly assignments.

The second form of providing care was the terrain form and their distinguishing representative is day care. The subject of research of our work was the care of seniors through medium of outreach social service – residential service in selected townships of Brezno through long-stayed residence of social service – assignment for seniors in rest home and home of social services Luna that are placed in town Brezno.

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<sup>11</sup> J. Levická, K. Levická, V. Hanzalíková, A. Bánovčinová, *Eco-social approach in casework...*, s. 35.

<sup>12</sup> It is a feature or behavioural disposition to push away or postpone the proceeding of some functions or decisions. According to Španik „in social sphere which function is to provide providing the certain social quality of client's life, thus the postponing of decision in the frame of big per cent of affair increases the probability of bad influence on human being. He mentioned that in that ambit is necessary to specify whether that postponing is possible to perceive as an effect of circumstance or the lack of self-assertation (M. Španik, *Selected risks and constraints in the course of guiding the organization in social sphere*, Vol. 2010, s. 17).

<sup>13</sup> J. Levická, K. Levická, V. Hanzalíková, A. Bánovčinová, *Eco-social approach in casework...*, s. 37.

The goal of research is to investigate and confront two forms and two types of social services. We also find out the consolation of seniors with providing care in social service which is ensured by long-stayed residence and outreach social work. Selected social services are directed to care of seniors who are wholly dependent on help of other personal entities. The goal of care day care was to found out whether the clients of day care considered about emplacement whether clients of residential care consider about option to return to home environment. The object of research was the sample of clients of day care service in nine townships which belong to Joint Municipal Authority in division of Brezno and other object of research is sample of clients in rest home and home of social services Luna in town Brezno.

Hypothesis that we assign:

H1 minimum of 60% of respondents would return from assignment for seniors to home environment.

H2 minimum of 60% of respondents consider the emplacement to assignment for seniors. The research sample was consisted of 133 respondents who were up to standard for selected choice. Our research sample was consisted of thirty-two men (24,06%) and a hundred one women (75,94 %). From that number of seniors answered twenty-one men (30%) a forty - nine women (70,00 %). In day care eleven of men answered (17,46 %) and fifty-two women (82,54 %).

### Interpretation of research results

The respondents who use the care day service were asked: „would you consider that you solve your social situation by emplacement to assignment ?

**Table 1.** The solution of emplacement to assignment

Solution by emplacement	Number of respondents	
	N	%
yes	9	14,29
sometimes	22	34,92
no	32	50,79
total	63	100,00

As we can see only nine of respondents (14,29%) consider about emplacement to assignment, twenty-two of respondents (34,92%) sometimes consider about emplacement to assignment. The last answer had the biggest number of

respondents (50,79%). These answers supported the affirmation that we induced in theoretical part of our work. Seniors bear the changes very hard and do not want to leave their environment in which they live although in previous question 73,02% of respondents said that they would want to meet their relatives or friends. Probably it substantiates the fact that they do not search new social contacts and environment as well. From work we know that happen various types of situations when senior would assume to assignment but there is a family problem which disabled this decision.

We mention the example: mother who lives with divorced son – alcoholic, because of the son she refuses to assume to assignment for seniors (seeing that it is a good decision for her) she doubts to leave him alone although she has her problems too but she still holds his hands to protect him.

We asked the respondents in assignments of social services:

„Would you use the option to return from assignment to family environment?  
“we demonstrate the results in tablet number 2.

**Table 2.** Options of returning the number of respondents

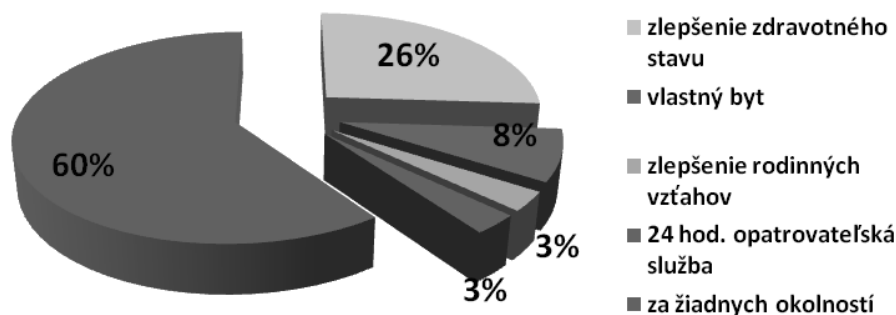
Options of returning	Number of respondents	
	N	%
yes	17	24,29
no	41	58,57
sometimes	12	17,14
total	70	100,00

The biggest proportion (58,57 %) of respondents mentioned that do not consider the returning to family environment. When we confront the results of investigation from question which concerns the circumstances that would return them to home environment, we found out that 59% of respondents mentioned that in no case they do not return to home environment. 17,14% of respondents said that sometimes consider the fact of returning to home environment. Seventeen (24,29%) of respondents mentioned that would use that option.

Each of clients of certain device has his own life story and circumstances because of them he had to make a decision to leave own house, his home environment and use the option of emplacement to assignment that represses their new home, adaptation to new circumstances, break in to unknown people who will care of him and creation new social contacts. „Under What kind of conditions would you want to return to home environment? “



The question had opened character and answers are caught in graph number 1.



**Graph 1:** Options of returning to home environment.

In the largest number (60%) of respondents mentioned that on no account they did not return to home care. The second frequent circumstance (26% of respondents) mentioned that they return to home care in case of better health conditions. In summary which was related to motives of emplacement to assignment we expressed the opinion that one of possible motions of assignment is solution of dwelling situation.

From the first graph we can see that this opinion was indirectly affirmed seeing that nine percents of respondents mentioned that if there was a possibility to own flat they would return to home environment. Coincident numbers of respondents initiated that they would return to home environment only in case of better condition of family relationships (3%) and others mentioned that they return in case of providing the twenty-four hours day care (3%).

### Summary of research results

In questionnaire of both type we used a question by which we detected whether the clients of day care would solve their social situation by emplacement to elderly assignment or vice versa, whether the clients in assignment used an option to return from assignment to home environment. We found out that most of respondents in both cases shared negative answer. In care day it is 50,79% of respondents and in assignment it is 58,57% of respondents. From that ascertainment we can allege that a half of clients are glad with their decision. Then we found out that most of respondents (24,29%) in assignment denoted that they would use option to return to home environment and (14,29%) less clients of

daycare speculated about emplacement to assignment. Other clients denoted the option that they did not speculate about change of social service. It is also depended from momentary health condition, situation in family and from other causalities. The government department of Labour, Social Affairs and Family of the Slovak Republic which should present the document with title „NATIONAL PRIORITIES OF DEVELOPMENT OF SOCIAL SERVICES (till 2013) introduced the results of investigation MPSVaR which mentioned that there is a need to support client in his natural environment by expanding of outreach social services. The reason of allocation of that priority was the fact that the outreach social services are according to accessible statistic evidences are deficiently develop and in whole domain of the Slovak republic, it consist of social services which are shortage or are missing.

The results of SWOT analysis shows that among the weakest sides of social services belong also insufficient conditions which were created for client's abidance in natural environment.

In the frame of that priority is necessary to direct on outreach social service for people wholly dependent on help of another person which according to recent indication decreases in spite of increasing demand of that social service. Notwithstanding that the citizen who requires of that social service and fulfils materialistic-legal conditions for residential care, in most cases his demand is not satisfied. It is also important to focus our attention to progress of outreach social service which goal is social inclusion of handicapped people from reason of insecurity of basic life needs.

In hypothesis H1 we supposed that 60% of respondents would return from elderly assignment to home care. Clients were asked by closed questions to we could confirm our hypothesis. We asked whether they used the option to return from assignment to home environment. We found out that the positive answer was mentioned only in 24,29%. From that investigation we can allege that the hypothesis was not affirmed.

In the following hypothesis H2 we supposed that 60% of respondents consider about the emplacement to elderly assignment. After analysis of answers we can allege that this hypothesis was not affirmed as well. Because only 14, 29% of respondents alleged about the emplacement to elderly assignment.

From the other hand it is important to demonstrate the fact that more clients of assignment would use the option to return to home environment. It means that the outreach social work would be more advisable for those clients who would want to return to home care.

On the basis of results of implemented research we can allege that the bulk of clients of both providing kinds of social services is relatively satisfied by solution of his social setup in despite of the some cases where clients consider to change the type of social service. Those results of research clarify only that part of issues which is connected with providing of outreach and staying social service. They are focused on providing of social service and relationship of client to his sociotype.

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