

ON DEONTOLOGICAL PREPAREDNESS OF A SOCIAL WORKER

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The normal and stable functioning in a country depends significantly on professional qualification level and personal enhancement of a social worker. Let us provide a brief description of a hypothetic model of a social worker outlined in a book on social work which represents a system of interrelating features and parameters. These are the main components of personality characteristic closely related to professional activity in social sphere: humane attitude to a person, predisposition to work with people, deep motivation to work, large structure of professional awareness, psychological preparedness to social work. The theoretical model of a professional in social sphere includes his moral features, appropriate to Code of Ethics of a social worker, disposition and readiness to improvement and self-improvement, artistic attitude to changes in the society.

It should be stated that now the job of a social worker, his skills are much critical and of great demand, as the society is observed with change of paradigms, way of life and values. That is why this sphere needs an expert with encyclopedic knowledge to fulfill functions as specified in various books on social pedagogics (N.Yu.Andrusyak, T.V.Sklyarova, G.P.Medvedeva, E. Yarskaya-Smirnova:

- educational – the specialist provides a well-oriented pedagogical impact on children and adults' behavior and activity, facilitates educational and instructional work of all social institutions within his professional impact: in a family, educational institutions, labour collectives, mass media, religious organizations, and social institutions;

- diagnostic – the specialist makes the 'social' diagnosis, studies psychological and age features, abilities of a person, sees into the world of his interests, his circle of contacts, conditions of life, finds out positive or negative influences, problems;

- organizational – the specialist organizes this or that socially essential activity for children and adults, helps them in job placement, professional orientation and customization, coordinates activities of teenage and young people's unions, influences interaction of a client with medical, educational, cultural, sport, legal institutions, society and charitable organizations, assures implementation of plans, project and programs;

- forecasting/prognostic – the specialist takes part in drawing-up of plans, programs and forecasts for social development of a community and a specific

small social medium, activities of numerous institutions, works out social and pedagogical program on development of a concrete child personality, schematic models and algorithms of a solution for certain social and pedagogic tasks;

- preventive and therapeutic – the specialist takes part in and implements social-legal, judicial and psychological mechanisms for warning and overcoming negative influences, arranges social and therapeutic support to the distressed, provides human rights protection in the society, supports teenage and young people during their social and professional self-determination;

- organizational and communicative – the specialist enables volunteers, peoples' participation into social work, teamwork and leisure, business and personal contacts, concentrates information and builds interaction among various social institutions in their work with the client;

- protective – the specialist uses the overall potential of norms for protection of interests of his clients, facilitates application of measures of social coercion and legal responsibility in relation to other individuals, showing direct or indirect illegal affects to the client;

- intermediate – the specialist communicates between a family, educational institutions, immediate environment, official authorities on behalf of the child.

The functions of a social worker under consideration are not limiting, but they allow to monitor and find out the main, core idea, putting together all items of hard and critical job of a social worker, and namely his ability to be useful, his will to help people. He should be able to stick to and enrich integrity, ethics, knowledge and mission of social work, he should protect the dignity of profession, should be able to take stock of and be in the center of events, share the results of research and practical experience with his colleagues, that is he should be a highly skilled specialist, with the basics of theoretical, practical, psychological and pedagogical, legal, medical knowledge, and high level of professional and ethic culture and moral.

The factors mentioned above are foremost dependent on deontological preparedness of a social worker. The deontological preparedness is a state of consciousness of a future social worker, which encourages him realize his duty in the necessity to fulfill professional activity that corresponds this duty, in other words, it is a state of consciousness with reflection of objective responsibilities of a social worker in his ideas, feelings, beliefs, in internal motives of pedagogic activity and their implementation in practice.

In our opinion, the deontological preparedness of a social worker is featured by personal qualities:

- kindness, carefulness, honesty;
- attention, responsiveness, will to understand the position;
- friendliness, outgoingness, affability;
- tolerance, humanism, ability to become a leader;

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- politeness, sympathy, courtesy;
 - guidance of common sense, following instructions;
 - joy of life, goodwill;
 - disinterestedness, insistence;
 - a great sense of responsibilities, love to profession;
 - ability to do work full of varieties;
 - enthusiasm in work, altruism;
 - ability to cooperate with colleagues;
 - thoroughness of actions;
 - precision and sequence in work;
 - ability to plan his future;
 - ability to elocution;
 - ability to teach others;
 - ability to take care of others;
 - implementation of new ideas, independence of statements.

At the same time, we can highlight the features not acceptable for a social worker, they are: nervousness, greed, emotional obduracy, arrogance, dishonesty, cruelty, rudeness, disrespect to elderly people, fastidiousness, anger, impoliteness, cheek, indifference to those under wardship,

continuous rush, irresponsibility, laziness, bad faith, unwillingness to help, thoughtlessness, bewilderment, bribery.

The features of a social worker in many respects determine success of his interaction with a client, and are essential for his professional fitness. By following his duties, the social worker should care about doing good things to the society, as he is acting on behalf of the society which entitled him to solve certain problems.

A social support is needed to those people who have faced a difficult life situation, and the reasons for the circumstances can be various – both objective and subjective, not depending on the client himself and hidden in his personality and his way of life. People can be shy or rude, however both these features may stay as an obstacle to their normal interaction with other people, this person may suffer from lack of will-power or persistence in reaching a goal, he may be not completely fit physically or mentally, or his behavior may be defined as deviant – his is as he is, and he needs working with, even if his imperfections have made him be the client of a social service.

N. Yu. Andrusyak states that the social worker has no right to require the same from his all wards, as well as give them the same recipes for all cases of life, if not taking into account personality facta rand circumstances.

We agree with this statement, as by showing indifference and unwillingness to understand other person the social worker will certainly reduce the efficiency of his work and will insult another.

As a result of written above we can say that when forming deontological preparedness of future social workers we should take into account the principles of cooperation between the social worker and a client as described in the book on the ethics of social work by G.P.Medvedeva (confidentiality, benevolence, disinterestedness, honesty and outgoingness, etc). [3]

Let us consider the major interests in social work as specified by T.V.Sklyarova: personal interests of a social worker, interests of a client of social service, interests of his social environment, interests of a professional group of social workers, interests of society. When implementing these groups of interests the objective of a social worker is to avoid antagonism between them, as well as use of interests of one group as a tool to implement interests of other groups. [2]

For example, E. Yarskaya-Smirnova states that social workers' concern about improvement of occupational prestige, expressed through development of social defense system, does not contradict to interests of certain social workers, clients and society, in fact it adds to those interests: with a possibility to choose a specific type social service the social worker increases the chance of being rendered qualified services; the state and society with an improved network of social services can provide different layers of population with social services; the social worker can within the network realize his essential interests and share with his colleagues the solutions for issues not characteristic to him nor to the service. Working directly with an individual the social worker is relatively free in his actions; however, this does not mean that society is indifferent to how he uses his independence, what interest he chooses as his fixed one. The essence of social work is not only in solving an occurred contradiction, but by solving the contradiction implement an act of social justice and expediency. Such a formulation of a question makes ethic standards of social work both specific and expedient. [4]

In accordance with described hereto we think that the indicator of overall professional preparedness of a social worker should be represented in an integrated feature which includes requirements to theoretical, practical, mental and psychological preparedness of a social worker, and reflects specific features of his profession. The essential part of deontological preparedness of a social worker is, in our opinion, represented in mental and psychological preparedness to his professional activity, with understanding of tributes. Being a specific practice the social work comprises unique situations, contradictions, which need to be solved during the activity itself and which sometimes stay as the subject of the activity. This causes necessity to follow certain, more strict moral standards and norms studied by social deontology.

Social deontology studies professional and ethical standards, principles of behavior and activity of a social worker. It is a science on professional duty, moral, that provides moral self-awareness of a professional group, ideology of the group. The formation of deontological preparedness of a social worker is caused

by essential influence to his consciousness with the aim to his improvement as a person, his formation as a future professional, which will enable total and effective solution of his professional objectives. Social work, as a particular kind of professional activity, is significant in combination of ideals and values, turned out during formation of standards of specialists.

Deep knowledge of professional and ethical standards, strict and creative use of them in a day-today activities help social worker in cooperation with people, their close ones, colleagues, representatives of social, governmental and non-governmental institutions. Social deontology requires specialists to follow interests of society, profession, personality and groups of persons. Social work is more and more concerned about the necessity to determine criteria of responsibility of every social worker for his professional activity, which requires a unique approach to formation of moral standards, their unambiguous understanding, formation of a unique system of values, ideals and their implementation.

LITERATURE

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Түйіндеме

Бұл мақалада әлеуметтік қызметкерлердің деонтологиялық даярлығының мәселесі қарастырылады. Білімдер, икемділіктер мен дағдылары ғана емес және де кәсіби іс-әрекетінің парыз аспектісін қамтамасыз ететін тұлғалық қасиеттері кешенді сипаттама жалпы кәсіби даярлықтың көрсеткіші ретінде болып табылады.

Резюме

В данной статье рассматривается проблема деонтологической готовности социального работника. При этом показателем общей профессиональной готовности должна выступать комплексная характеристика, заключающая в себе не только знания, умения, навыки, но и его личностные качества, обеспечивающие аспект должного в профессиональной деятельности.