

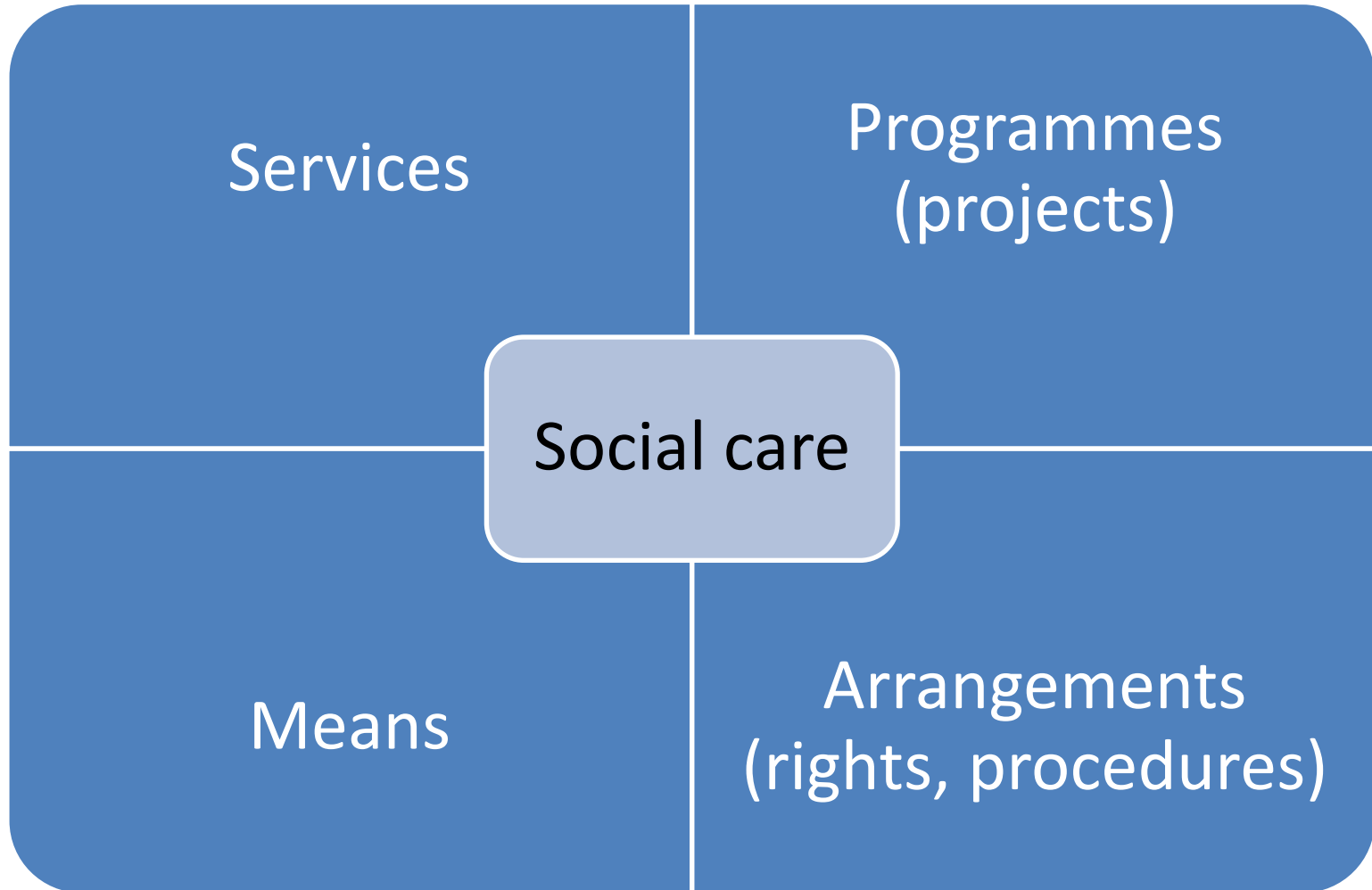
Power and powerlessness in taxonomy of social work

Vito Flaker

University of Ljubljana

Faculty for Social Work

Elements (products) of social care



Definitions

- Services – *tasks* performed for user by social workers (or other social care workers) with a purpose to enhance well being or to prevent or diminish the social distress.
- Programmes(projects) – *activities* that social care providers are organising to prevent or to resolve social distress of groups or to enhance their well being
- Means – material and other means needed to perform social services and programmes/ realise the life goals of users
- Arrangements – immaterial effects of the social work and care activities that transform the status of a user, his or her relationship with others in the direction of greater social security and empowerment.

Services

- An event in which an entity takes the responsibility that something desirable happens on the behalf of another entity.
- Economics: Action or work that is produced, then traded, bought or sold, then finally consumed.
- English word “service” has many different meanings (Webster dictionary lists 37). For discussion on social work and care three are important. It can be a service as an act described above, it can be an organisation of provider of the services, e.g. social services, it can be a technical agency (e.g. car service) providing repairs or maintenance.
- Social services are the services that have a social direction, that stem out of the social, contextual understanding of distress or difficulties and are using social means of relieving the distress. Characteristic of social services is also that they are based on the basic principles of social work and using the basic social work operations and modes of doing.

Programmes and projects

- Community
- Groups
- Piloting activities
- Campaigns and awareness

Programmes and projects (contents)

- Community development and activation
- Enabling and empowering informal networks
- Development of services
- Enabling voluntary work, self-help and mutual aid
- Useful and creative use of time
- Preventive activities
- Education and training for better quality of life and inclusion
- Enabling vulnerable groups to confront challenges
- Consciousness (awareness) raising and informing public about distress, social care and social problems.

Arrangements (measures and rights)

- Human rights
- Legal and social rights
- Formal agreements coming out of work with users (advance directives, agreement about children or households, antisuicidal pacts)
- Plans (personal care plans, safety, treatment, etc.)

Procedures

- Contact and eligibility
- Establishing a working relationship
- Plan or agreement
- Formal stipulation of the agreement or plan
(needed when implementation foresees means or commissioning the services)
- Implementation
- Evaluation
- Closing the relationship

Metamorphoses in the procedures of direct funding of the services

Phase	Status	Metamorphosis	Formal step (needed to proceed to the next phase)
I. Recruitment/ expression of the intent	Potential user/ user of various services	Activation	Agreement to do a personal plan
II. Planning	Cocreator of a plan	Subjectivation	Approval of the plan
III. Formalisation of a care package	Owner of a personal plan	Substantiation	Payment
IV. Starting the package	Recipient of the funds or a commissioner of the services	Contractualisation	Contract with providers
V. Implementation of the plan	User of a personal care package	Partnership	Revision

Means

- Housing
- Accessories of independent living
- Food
- Transport
- Means for social enabling (memberships, tickets, pocket money)

Taxonomy of services

- A. Basic operations**
- B. Intensity**
- C. Duration**
- D. Location**
- E. Complexity**
- F. Providers**
 - A. By profiles**
 - B. By number**
 - C. By sector**
- G. Resources**
- H. Situations**
- I. Users**
- J. Modes and ends**
- K. Registers of activity**
- L. Commission**
- M. Purchaser**
- N. Mode of paying**

A. Basic social work operations

- Establishing a working relationship
- Empowerment
- Risk analysis (not only assessment but also risk taking)
- Exploration of life world (mapping) and enabling access to the resources (means)

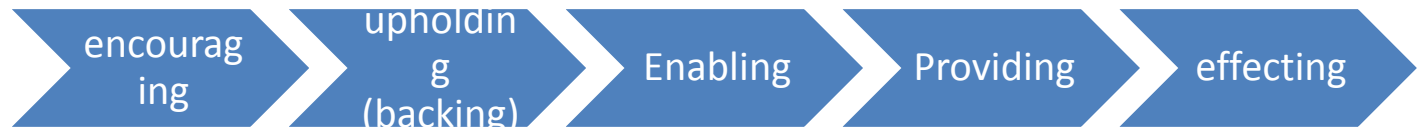
B. Intensity of the services and intervention

Action	Level	Term
Talk	Representation	Counselling
Support	Deeds (action)	Personal support
Helping (Arc of help)	Power	Personal help
Caring	Organisation	Care management
Placing	Shift in space	Residential care

Intensity of intervention

1. Counselling – does not intrude in the user's reality, help on the level of talking and representation of the real life-world
2. Support – in user's activities (morally (talking and presence in situation), organisationally (planning), material (enabling access to minor resources)).
3. Help – taking over activities in the life-world of the user and compensates his inability (powerlessness) to respond to his personal (and social distress) – in doing this uses the means available in the institutional networks or user's (or worker's) network.
4. Organisation/ Coordination of support and help for independent living in the community – organisation of response to complex distress; user stays at home or lives independently.
5. Placement in residential care – user move into a special residence where he receives various services.
6. (Accompanying activities) – enable professionalism and quality of intervention

Line of support



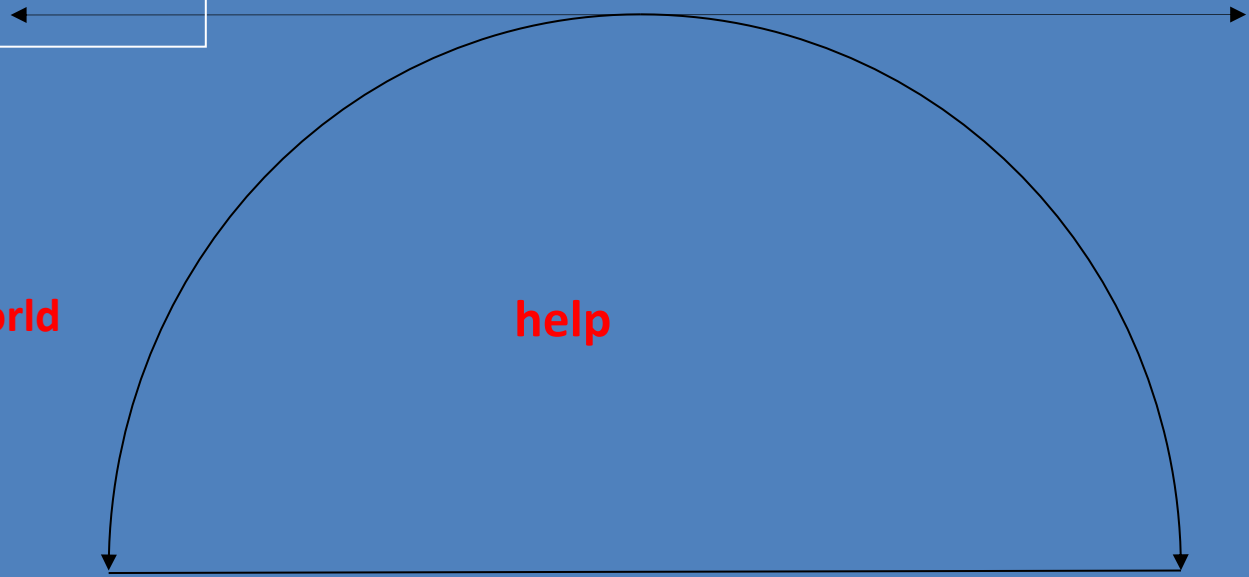
**Institutional
world**

coordination

Life world

help

support



Accompanying activities

- Service coordination
- Needs assessment(in the community)
- Evaluation and quality assurance
- Development and innovation planning

- Teamwork
- Supervision
- Consultations
- Mentoring

- Education

C. Duration

Duration/Time Pattern	Single action	Periodic	Continous
Short-term/ temporary	√	√	≠
Mid-term/ transitional	√?	√	√
Long-term/ permanent	≠	√	√

D. Location



E. Complexity (composition)

	Simple	Partially	Composed
Reflexive	Counselling	Support Mobile help	Personal help (casework)
Reflexive, but determined by a plan		Home help or care Personal assistant Tele – care	Coordination (care management), Resettlement
Determined	Escort, transport, maintenance, cooking, cleaning, nursing care, security and protection, befriending, help with errands and official matters.		Residential services

F. Providers by professional profile

A. Professionals – university education, autonomous work and leadership of other workers

Social workers

Other professionals trained and qualified for social care

Other professionals trained for certain activities in social care (health, education, legal, administration)

B. Professional co-workers – secondary or college education, autonomous operation of determined tasks under supervision of professionals

Trained or qualified for work in social care

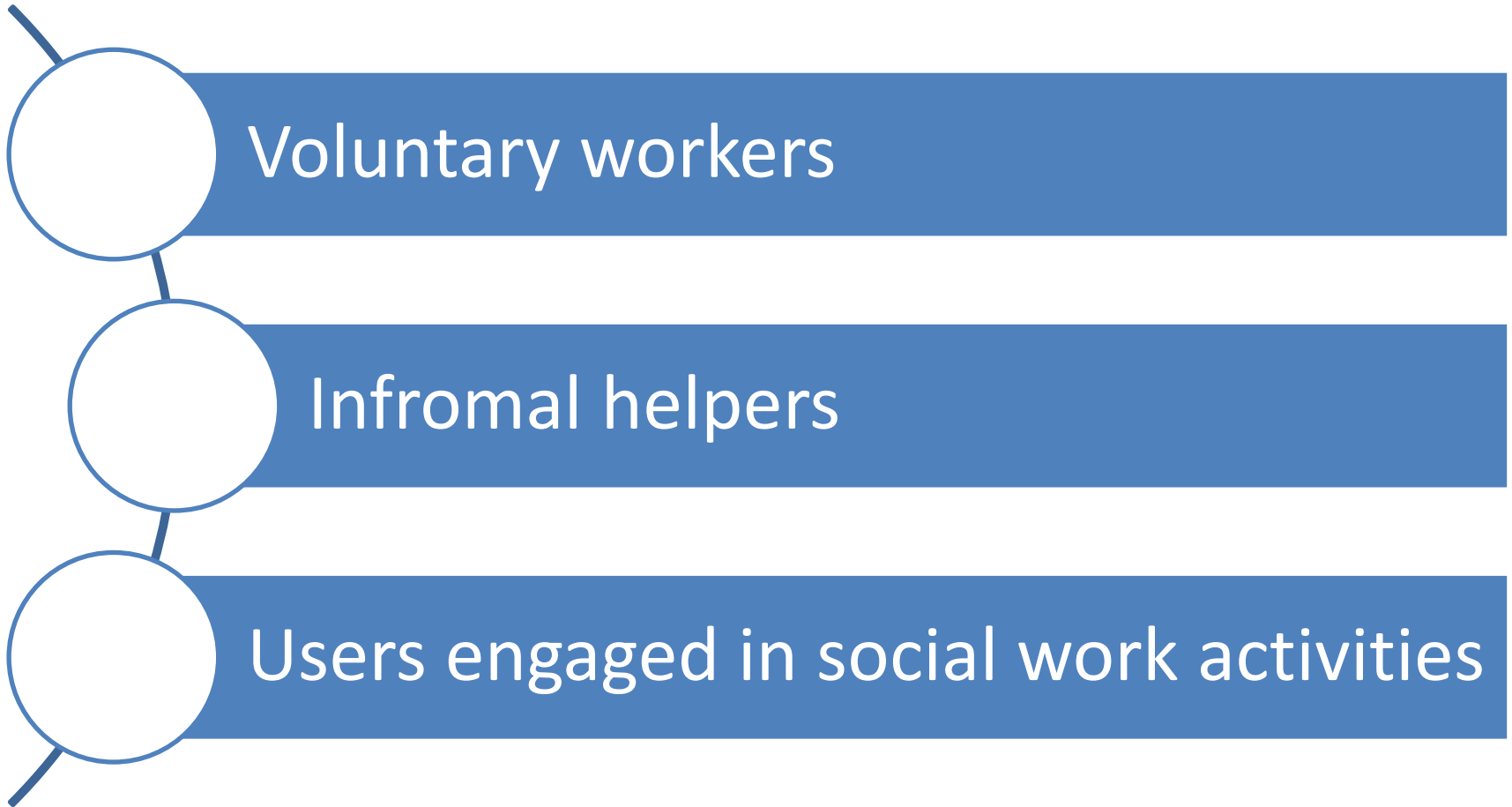
Trained or qualified for other task

C. Qualified workers – operation of less demanding tasks under the supervision of the professional workers

Qualification needed to perform tasks in social care

Other qualifications that supplement the work of professional workers and other co-workers.

Other providers



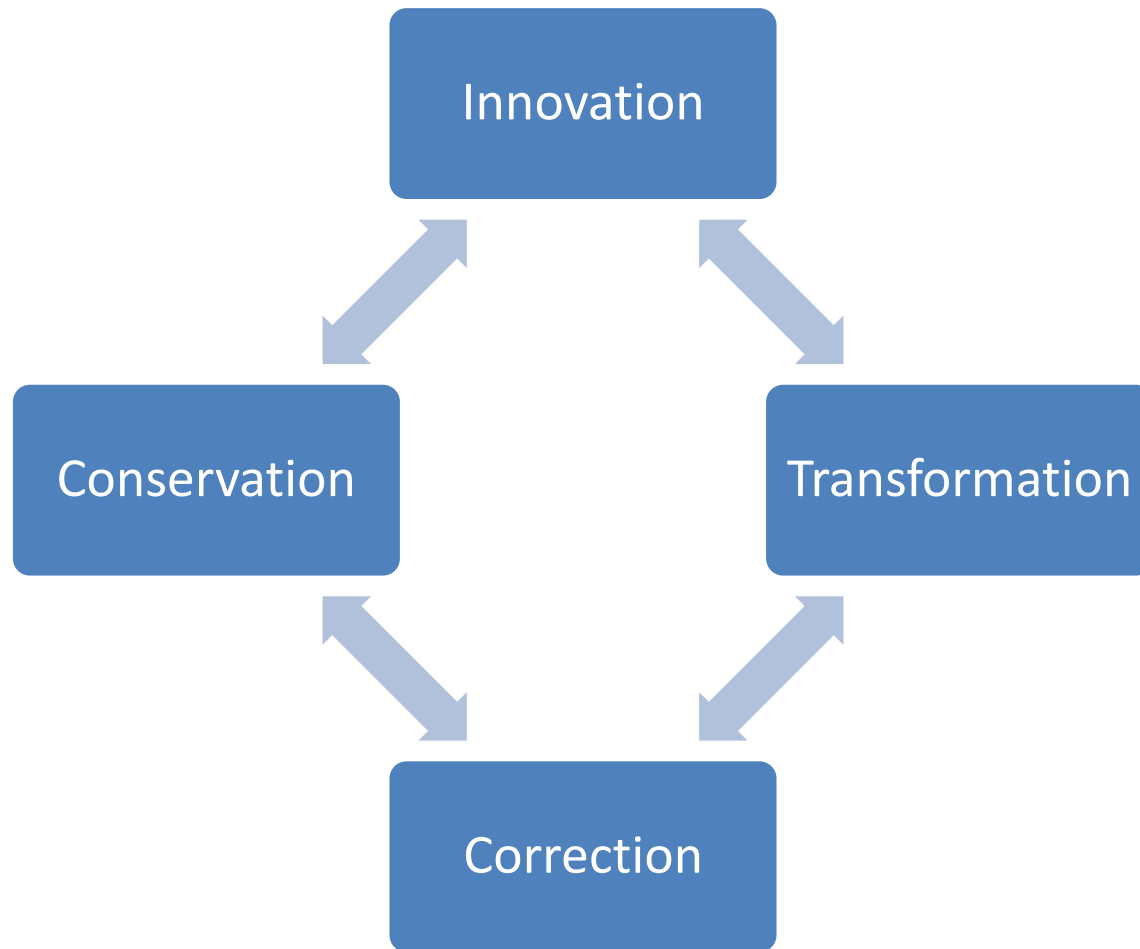
F. Providers (sector)

- **Public**
 - Public agencies
 - Concessionaries
 - Sub-providers
- **Voluntary**
 - General
 - Thematic
 - Users'
- **Private**
 - Single providers (physical entities)
 - Legal entities – enterprises, private institutes
- **Informal**
 - Relatives, close ones
 - Neighbours
 - Friends and other pals
 - Peers
 - 'Free lance' volunteers

G. Resources – access and generation

Resource and service	Existing	Not yet existing
Accessible	Use	Generation of a service ↓
Not accessible	Enabling access →	Both – transformation of the services

Relations of the resources in terms of accessibility and transmutations



Ownership of resources



Resources

Alienated

Own

Public

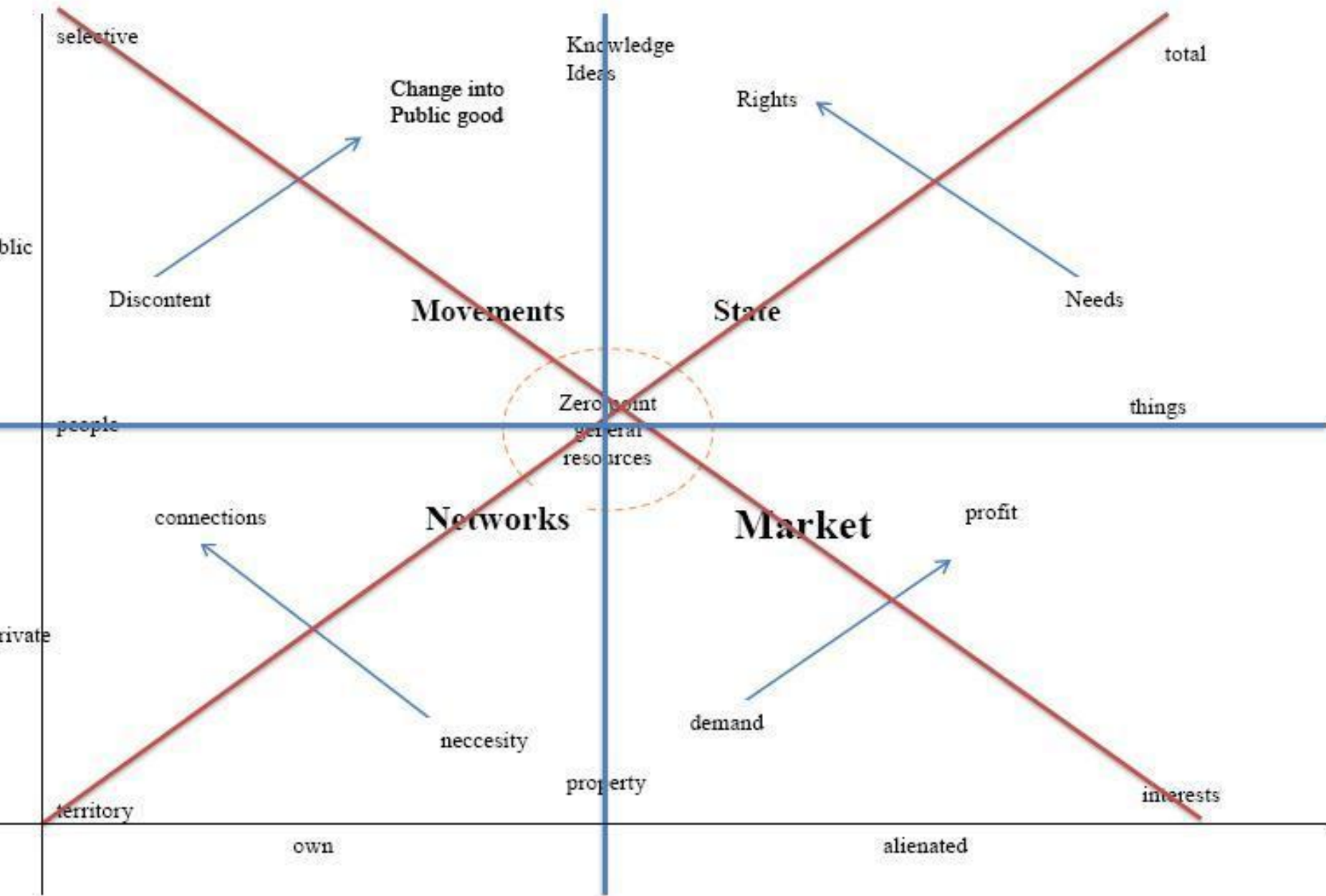
State

Movements

Private

Market

Networks



How a type of the resource articulates a service

<i>Source</i>	<i>State</i>	<i>Market</i>	<i>Network</i>	<i>Movement</i>
<i>Conception</i>	Right	Commodity	Favour	Common deed
<i>Frame</i>	Public good	Service market	Network affiliation	Movements
<i>Services</i>	Prefabricated	Prefabricated/	Reflexive/ spontaneous	Reflective projective
<i>Basis</i>	Normative needs	Demand	Distress of the group member	Practical utopia – transcending the limits of existence
<i>Generating</i>	Social policy – needs	Market research – demand	Necessity	Discontent – desire
<i>Professional</i>	Officer of consent	Service pedlar	Organic – godfather, friend	Organic – comrade
<i>Discourse function</i>	Rhetoric of power	Marketing	Pride and belonging	Vision and critique
<i>Help</i>	Individualising	Individualistic	Networking	Collective
<i>Entitlement</i>	Need/ distress	Scarcity and purchase power	Moral obligation	Change and improvement
<i>Condition</i>	Entitlement, assessment of inability	Buying	Affiliation	Conscientisation

H. Situations

- Housing and dwelling
- Work and income
- Organisation of everyday life (including leisure)
- Contacts and sociability
- Life events, stress and risk
- Embarrassment and discontent (stigma)
- Institutional careers
- Emancipation and affiliation (including issues of ethnicity and gender)

H. Situations (moments)

- Crises (financial, psychic, existential and substistential, life events, identity)
- Long-term exposure to deprivation
- Passages (to new environments, new roles and statutes)
- Conflicts and violence
- Stigmatisation and discrimination
- Lack of social roles or difficulties in entering them
- Natural, environmental and social catastrophes

I. Users (stigmatisation by substantiation)

- Children and youth
- Old people
- People with sensory and movement disabilities
- Mental health
- Crime and victims of violence
- Illness and injuries
- Unemployment and poverty
- Drug use and addiction

J. Modes and ends

- Interview and reflection – insight, review, respect
- Advocacy and negotiation - empowerment
- Care and dealing with risk – security
- Enabling access to resources (and activation of own resources) – provision, being equipped

K. Registers (space) of activity

Space	Mode of work	Characteristics
Life world	Outreach	Physical and geographical
Communicative	Talking and negotiating	Linguistic and semantic
Social security	Documenting and reporting	Virtual (bureaucratic)
Organisational	Planning, coordination, co creation	Machinic (interinstitutional)

L. Commissioning (mandate)

- User
- State (or other entity of concentration of power)
- Dialectics between actual and virtual identity
- Double role of an advocate and a guardian
- Social work is a broker of power
- However, it can never get mandate from the significant other

M. Purchaser

- Public funds
 - State
 - Municipality
 - Insurance
- Private - public
 - User with state subvention
 - User with municipality subvention
- Private
 - User
 - Relatives
 - Charity, donation
- Informal – free of charge