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SOCIAL WORKERS TRAINING TO THE WORK WITH INTERNALLY DISPLACED PERSONS: UKRAINIAN EXPERIENCE

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Abstract: *The article is devoted to a problem of social work in Ukraine – the European Union help to internally displaced persons as a special category of citizens which appeared in Ukraine because of military conflict on Donbass, which is provided through educational work with social workers in new social, economical and political conditions. The aim of the article is to represent theoretical basis and methods of organization of educational work with social workers in the field of informative and explanatory work with internally displaced persons by the means of multidisciplinary brigades coming to the places of their compact residence. The authors of the article are the first ones to substantiate and explain scientific approaches to such kind of educational work (competent, family-centered, androgynous, activity, multidisciplinary, 'help for self-help') and taking it as basis explain content, forms and methods of social workers.*

Keywords: *Social Workers; Internally Displaced Persons; Places of Compact Residence; Family-Centered*

INTRODUCTION

According to the UN today Ukraine sets the 8th position in the world as to the amount of internally displaced persons; official data of the Ministry of social policy of Ukraine says that there are about 1600000 of such kind in the country. So the problem of integration, social, cultural and professional adaptation of the internally displaced persons in Ukraine is rather sharp. Confirmation of this can be considered by the laws that were adopted in the country recently: "state law of Ukraine as to the internally displaced persons", program on integration of internally displaces persons made by the cabinet of ministers of Ukraine (2017) etc. According to the law internally displaces person is a Ukrainian citizenship, who permanently lives in Ukraine and who was made to leave his place of living or made it by his/her own will because of or to avoid negative results of armed conflict, temporary occupation, widespread manifestations of violence, massive human rights violations and natural or man-made emergencies. The causes of the crisis of people live in places of compact residence lays in their crowding, isolation, lack of finance (retired, people with special needs, families with underage children can live at places of compact residence only if they pay for their utilities). Unfortunately the camps turned up to be long-time shelters for those internally displaced persons, who do not have means of existence and found themselves in a difficult living situation. According to state legislation of Ukraine as to social work and social services difficult living situation in particular can be considered the basis for practical and active social work with internally displaced persons in places of their compact residence. Taking into consideration that internally displaced persons in places of their compact residence mainly don`t come to social service authorities by themselves (as social service authorities do not give money or other kind of financial support) in one hand, and in the other (also according to Ukrainian legislation) social work with a person can be done only if a person (client) voluntarily accepts it, for taking an internally displaced person out of the camp (place of compact residence for internally displaced persons), integrating him/her into the host community, regrafting the feeling of subjectivity and responsibility for their own lives nowadays we need a new form of social work with such a category of citizenship – mobile (outgoing) informative and explanatory social work. Unfortunately those 3,5 years of living in places of compact residence for internally displaced persons (the average term that a person or a family already got as an experience) didn't let to integration and adaptation of internally displaced persons into local communities. This requires restructuring the work of social services and special advanced training for workers in such services. In particular, in Berdyansk, which has a population of 112,000, the number of temporarily displaced persons was 10,000 for 2017 (in 2014, this figure increased to 20,000), this problem was solved by the EU project "creating an integrated assistance system for temporarily displaced persons from the ATO zone", for the implementation of which the city received about 1 million 350 thousand Euros.

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One of the obligatory activities of the project was the training of social workers of the City council of Berdyansk to work on conducting outreach social work in multidisciplinary mobile teams in compact areas of temporarily displaced persons. This training was conducted in Ukraine for the first time. Under the terms of the project, it was aimed to form professional competences of social workers for this type of work.

The Ukrainian scientist V. Kremin (2014) in his publication spayed attention to the issues of professional training of a future specialist for work in the social sphere. The results of the analysis of scientific studies indicate that a significant amount of theoretical research on the formation of competences of future social workers has not yet been brought to the level of practical recommendations for working specialists. Problems of theoretical nature, substantiation of possibility and expediency of advanced training of social workers at the workplace have not been studied at all; the requirements of competence approach in the context of working with temporarily displaced persons in the mobile field multidisciplinary team were not taken into consideration in particular. Existing studies reveal theoretical and methodological foundations for the preparation of social workers for work in the context of a military conflict and with temporarily displaced persons in certain social services and social protection agencies. But the preparation of social workers for multidisciplinary teamwork, work in places of compact residence of temporarily displaced persons also was not the subject of attention of scientific and pedagogical research. All studies concerned social services` and individual specialists` professional activity in peaceful conditions. The theoretical foundations and teaching methods for such work still should be developed and put to practical test. Foreign studies on the issue of social workers` professional education concern individual theories of social work (help for self-help), practical training for working in peaceful conditions with different categories of clients, families, situation of migrants in other countries and helping them.

In the process of working on the Project, we formulated the hypothesis: if in the process of training social workers apply competence, multidisciplinary, native-centered, activity, androgothic approaches, the concept of 'self-help' for the selection of content, methods and forms of learning, apply training of students on their own experience and use active and interactive methods of training, it will help to increase the competence of social workers of the City council of Berdyansk to the holding of information and educational multidisciplinary social work temporarily displaced persons in places of their compact residence. The aim of the study was to test the hypothesis and to demonstrate its influence upon the socio-pedagogical experiment on the formation of the professional competence of social workers before conducting informational and explanatory work with temporarily displaced persons in places of compact residence. As the participants of the social-pedagogical experiment on the Study, there were chosen 20 social workers of various social services at Berdyansk City council - direct participants of the forthcoming Project of informational and explanatory work with temporarily displaced persons in places of their

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compact residence. The Project's limitation was connected with the prohibition of using the initial and final sections of the results with the students; it was allowed to use only the growth of their professional competence in the description of the results in the scientific articles. The control group did not include the experiment, since it covered all social workers in the city of Berdyansk and the project was implemented only here in Ukraine. Measurement was conducted with respect to changes in the professional competence of only the listeners of the seminar. There were still no social workers in places of compact residence, despite the fact that many stereotypes about temporarily displaced persons circulate in the city.

Therefore, the preparation of social workers for departure to places of compact residence required the justification and development of methodology and content. The research was conducted in several stages: 1) training of trainers for work at seminar on the issues follow: production of the program, criteria for the effectiveness of training and their indicators, levels of formation of professional competence of students, preparation of presentations for sessions, development of input and output questionnaires, methodological recommendations for students. 2) Entrance examinations of students and determination of their expectations and motivation as to the course. 3) Training process: 2 days of auditorium and 3 days of practical work (departure to places of temporary displaced persons` compact accommodation). 4) Carrying out the final questionnaire and analyzing the results of the initial questionnaire, determining the increase in the formation of professional competence of social workers.

THEORETICAL FOUNDATIONS OF THE RESEARCH

While developing the training program of the seminar course and questionnaires to determine the formation of professional competence of social workers, methodological recommendations we proceeded from the following theoretical foundations:

1. According to the legislation the first and final result of the educational process in Ukraine is the formation of competence. Competence is a dynamic combination of knowledge, understanding, skills and abilities. The development of competencies is the goal of contemporary educational programs (Kremin 2014, 8). Competences are usually divided into specific and general. Taking into consideration the need of raising the level of specific (professional) competence of social workers of various social services in the field of social work in general, modern studies present a person as new clients of social services, places of compact residence - as a new direction of theoretical and practical work. Following the need of nowadays social workers to conduct the professional activity in a mobile multidisciplinary team based on common competencies that were not previously studied, we also chose the following general competencies for formation during the training session (interpersonal skills and abilities in particular): 1) the ability to work in an interdisciplinary team, a positive attitude towards disparities and other cultures, the ability to work in a different environment, ethical

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obligations, interpersonal skills (Kremin, 15). 2) System competence: ability to apply knowledge in practice, research skills and abilities, ability to adapt to new situations, ability to generate new ideas (creativity), understanding of culture and customs of other people, ability to work independently, desire to succeed (Kremin, 16).

The professional competence of social workers for carrying out informative and enlightening social work with temporarily displaced persons in places of compact residence includes, thus, the motives of work, knowledge about its contents, forms, methods, peculiarities of carrying out, ability to work in a team, in another environment and in a new place - places of compact residence, to produce a common action plan, to assess the needs of temporary displaced persons in places of compact residence, the formation of such a team seminar and the training of the basics of communication among themselves and with a new category of clients, to collect information for them and be able to speak before them in mass, individual and group informative and explanatory work, to analyze the needs of clients and to use various forms and, depending on the situation, take into account the differences in the subcultures of the atoms and local residents, behave ethically in places of compact residence, be targeted at the help and self-help of temporary displaced persons, rather than on their permanent support, to be able to communicate without conflicts, to avoid professional burnout, effects of stress.

2. The family-centered approach in informative and enlightening social work means the priority of the rights and integrity of the family, the person, and in the family and society, the priority of the rights of the child. The emphasis was placed on the protective function of a social worker.

3. Activity approach involves the use of knowledge in practice, the use of such forms of work, as visiting classes, activities of different nature.

4. Androgogic approach involves learning on their own experience as a principle of andragogy, which involves taking into account the experience of training social workers for such work. It was different for all the students who even work in social work on the basis of 3 different laws about her – 'on the protection of childhood', 'on social work with children and young people', 'on social services.

5. The multidisciplinary approach became important because of the need to save resources and to co-opt them to work in mobile outbound teams of social workers who work in different state authorities and services. It envisaged the existence of a single terminology and the theory and methodology of the work of the outgoing team, the unity of the plan of action and the ability to distribute duties in accordance with the joint plan of work.

6. 'Help for self-help' implies the attitude of social workers to temporarily displaced persons as integral subjects of work, as to clients who already have their rights, goals, interests, experience, intentions, resources and responsibilities as you choose a solution. The result of self-help is the ability of temporarily displaced persons to independent living, the ability to independently solve problems on the basis of mastering their rights and

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development of life skills through partnership with a specialist, participation in groups of self-help in a direction or on their own initiative, through self-education, through independent practical activities, other ways.

THE CONTENTS OF TRAINING

The developed syllabus of the seminar for social workers was based on these approaches and envisaged the formation of the professional competence of social workers for conducting informational and explanatory social work with temporarily displaced persons in places of compact residence. It included the following issues that were implemented during the seminar by trainers:

Day 1: introduced the participants of the training, determined the rules, identified the expectations, revealed the level of formation of professional competence of employees, acquainted with the statistical data of the temporary displaced persons in the region, the region, places of compact residence, gave a description of the social status of this category of people, introduced the problems of temporarily displaced persons, reviewed the signs psychological trauma and methods of work, prevention and support of a person with various manifestations of traumatic behavior; a separate unit (invited speaker was adviser to the Ministry of Social Policy for temporarily displaced persons) considered legal framework of status of temporarily displaced persons and their rights.

Day 2: the participants gained knowledge and developed their professional skills on the following directions: the basics of social work with temporarily displaced persons, including those from temporarily displaced persons in places of compact residence, methods, features, methods of carrying out informational and educational work with temporary displaced persons, adult education methods ; features of the perception of information temporarily displaced persons through the prism of the mentality, conditions and peculiarities of life, ways and channels of communication at places of compact residence, the concept of a team, signs of a team and, roles, conducting exercises on team building, determined the methods and ways of trusted social worker to work with temporarily displaced persons, reviewed concept image of a social worker in practice worked its components, the organization of a multidisciplinary team, its functions and tasks.

Day 3: considered basic human needs, methods for diagnosing needs, worked out exercises to motivate people to accept social services; organization and conducting of on-site classes into places of compact residence; practical exercises to identify people's needs; actions and confidence-building exercises; method of holding focus- groups, registration of an act of assessment of the needs of the family, dialogue, communication between the social worker and the family temporarily displaced persons.

Day 4: analyzing outcomes, needs of temporarily displaced persons at places of compact residence, working out ways and methods of meeting needs of temporarily

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displaced persons; exercises on organization of perception by clients of information on ways of realization of their rights in the period of temporary residence in the community; prevention of conflicts with clients; conducting of informative and explanatory work on temporary displaced persons at the place of residence according to requests.

Day 5: observation of temporarily displaced persons during cultural events; revealing peculiarities of communication, behavioral tendencies; conducting individual counseling temporarily displaced persons; main directions of work of a social worker in a multidisciplinary team with temporarily displaced persons; prevention of professional burnout.

THE CRITERIA AND INDICATORS OF THE EXPERIMENTAL WORK

In order to measure the level of formation of professional competence of social workers in the field, the following criteria were chosen: knowledge of the problem, professional skills and attitudes to temporary displaced persons, comprehensive criteria - readiness for information and explanatory work with temporarily displaced persons. Indicators were chosen as following: completeness of knowledge on the problem (on the problems of temporarily displaced persons, places of compact accommodation, adult education, adult education methods, assessment of the needs of temporarily displaced persons in SJO, the content of information and explanatory work, content of social services, multidisciplinary team, legal and the theoretical foundations of such work), ability to motivate, advise, conduct informative and explanatory work, possession of adult education methods, evaluate needs, work in a multidisciplinary team; the attitude of social workers to temporarily displaced persons: both to subjects, objects of work, as to victims, the desire to work with them in places of compact residence. Competence was determined by the self-esteem of the students-whether they are ready for such work in a multidisciplinary team in places of compact accommodation with temporary displaced persons. Three levels of the formation of the professional competence of social workers were identified to provide informative and explanatory social work with temporarily displaced persons in places of compact residence: high, medium, low. The high level was characterized by the fact that social workers had full knowledge of the problem, possessed the skills necessary for such work, had the desire to work with the temporary displaced persons and treated them as subjects of work. The average level of professional competence had certain gaps in some indicators and was characterized by partial possession of knowledge, skills, unstable desire to work with temporarily displaced persons. The low level was characterized by almost complete lack of knowledge about the problem, the lack of development of skills for such work, the reluctance to work with temporarily displaced persons, the attitude towards them as victims or as objects of work.

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METHODS OF EVALUATING THE EFFECTIVENESS OF THE EXPERIMENTAL WORK

To assess the level of professional competence of participants in the training course 'Organization of information and awareness-raising social work for temporarily displaced persons', a questionnaire of participants and follow-up of the training were applied. The survey was conducted on the first and last day of the course (inbound and outbound). Incoming questionnaire contained 30 questions that covered the structure of topics that were part of the content of the course. The questionnaire studied the formation of the professional competence of the listeners in conducting informational and explanatory work on temporarily displaced persons in places of compact residence and in the community. After the seminar completion, the students were asked to fill out a questionnaire on the formation of the professional competence of social workers and the evaluation of the seminar. In this regard, some of the questions were repeated to track changes in the formation of the professional competence of listeners to informative and explanatory work on temporarily displaced persons in places of compact residence and community.

RESULTS OF TRAINING

Results of training increase in the professional competence of social workers before carrying out informative and explanatory social work with temporary-displaced persons in places of compact residence is given in Table 1.

Table 1. Changes in the levels of the professional competence of social workers before social work with temporarily displaced persons

Criteria for the professional competence`s formation	Levels of formation	Increase %
Cognitive: completeness of knowledge	High Average Low	95 -45 -50
Operational: formation of skills necessary to work with temporarily displaced persons in places of compact residence	High Average Low	80 -20 -60
Motivational: attitude to temporarily displaced persons and working with them in places of compact residence	High Average Low	25 -10 -15

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Table 1. note that the highest gain was due to cognitive and operational criteria, while the motivational criterion was the least increment. Although 35% more of social workers are ready for such kind of work. These data show the influence of stereotypes on work and the fact that, despite the lack of 100% positive motivation for such work and positive attitude of temporary displaced persons in places of compact residence, social workers still work with them. All the participants were content with the content of studying in the seminary, their expectations were true, and the conditions of the seminar and handout in the form of methodological recommendations were all rated as high. After the seminar, all social workers became motivated for such work, as evidenced by the difficulties mentioned. Participants in the training course understood their role in informational and advocacy work with temporarily displaced persons as having changed from the understanding that displaced persons need psychological support to be sure that temporary relocation should be provided with comprehensive assistance. It is necessary to gradually move from self-help to help.

The attitude of temporarily displaced persons to consumers of material goods has changed, although participants in the workshop understand that they are all different. It turned out that there is a need to stimulate the consumption of social services in temporarily displaced persons and specifically implement at least part of the wishes of temporarily displaced persons for solving the needs of life, communicating, communicating information, organizing temporary displaced persons. This requires both the coordination of services and the attraction of material resources (TV, radio, Internet, newspapers, booklets). Every day, the atmosphere of the training changed to a warmer and less intense, people had warm and trustful relationships with each other, multidisciplinary brigades formed. Specialists became aware of the interaction and function of services, have established a personal relationship. Specific issues were raised regarding the organization of departure of teams, the work of the ICP, and the conscious attitude to work with temporary displaced persons, although they believe that their locals living in difficult living conditions live worse. The group is calm, professional, is mutual assistance, support, courage, ingenuity, creativity, cooperation of resources and opportunities, which is an important factor for the efficient work of the multidisciplinary team at the exit.

CONCLUSION

The hypothesis put forward during the development of the training program for the seminar was confirmed and the theoretical approaches the program of the seminar was developed on, allowed holding it at a high level and ensuring the formation of professional competence of social workers of various social services of the city. On the basis of the foregoing, we can state that the proposed hypothesis is confirmed, the course's aims have been completed, and informational and enlightening social work with temporarily displaced persons in places of compact residence can be carried out only after separate training of

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social workers of future multidisciplinary teams based on a program based on a competent, androgogic, activity, family-centered, multidisciplinary approaches and the concept of 'self-help'. The prospects for further research are the development of social workers` training programs for temporarily displaced persons on a case-by-case basis, taking into account age, the problems of temporarily displaced persons, the differentiation of social services for them, and, accordingly, a problem-oriented approach to this. But that is the subject for further research. 

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