



smyly trust
services

Social Care Ireland- 2019

“Don’t Look back in Anger- A journey of Empathy & Resilience- A Social Care Workers Story”

David Power
Director of Services

▶ I am Bigger

▶ I am Stronger

▶ I am Wiser

▶ I am Kinder



▶ Who are you

▶ Background

▶ Why did you become a social care worker



-
- ▶ Did you want to save the world
 - ▶ Make the world a better place
 - ▶ Solve child abuse or neglect
 - ▶ Champion Human Rights



Introduction

- ▶ Who was I Who am I
- ▶ Social Care Worker- A person with great Responsibility – Individual Profile
- ▶ Being Looked After- What does the research say
- ▶ Resilience
- ▶ Empathy
- ▶ Values
- ▶ Guided by Principles
- ▶ The Era of Vocation- Change for the better
- ▶ CPR- The Organisational Response
- ▶ Support through the Therapeutic Community
- ▶ Smyly Trust Service Support Systems



Who was I

- ▶ Grew up in Waterford City
- ▶ Never liked school
- ▶ Running away
- ▶ Found it difficult to communicate thoughts and feelings
- ▶ Very good at sport
- ▶ Very Resilient
- ▶ At a very young age believe in standing up for people rights
- ▶ Believe in Fairness



Who am I

- ▶ Married- 5 Kids
- ▶ MA Management
- ▶ BA Hons Social Care
- ▶ BA Social Studies
- ▶ Diploma in Employment Law
- ▶ National Certificate in Vocational Rehabilitation
- ▶ National Certificate in Community & Equality
- ▶ President of IASCW
- ▶ Executive Social Care Ireland
- ▶ Council HSCPC



Social Care Worker- A person with great Responsibility

- ▶ **Social Care** Workers plan and provide professional **care** to vulnerable individuals and groups of all ages who experience marginalisation, disadvantage or special needs. ... In **Ireland**, the minimum pre-requisite qualification to practice as a **Social Care Worker** in the publicly funded health sector is a 3-year Level 7 degree.
- ▶ **Social care** in England is defined as the provision of **social** work, personal **care**, protection or **social** support **services** to children or adults in need or at risk, or adults with needs arising from illness, disability, old age or poverty.
- ▶ *Social care* work is a relationship based approach to the purposeful planning and provision of *care*, protection, psychosocial support and advocacy in partnership with vulnerable individuals and groups who experience marginalisation, disadvantage or special needs.



-
- ▶ *"Social Care Workers are professional practitioners engaged in the practice of social care work. Social care work is a relationship based approach to the purposeful planning and provision of care, protection, psychosocial support and advocacy in partnership with vulnerable individuals and groups who experience marginalisation, disadvantage or special needs. Principles of social justice and human rights are central to the practice of Social Care Workers."* - Social Care Workers Board, CORU
-
- 

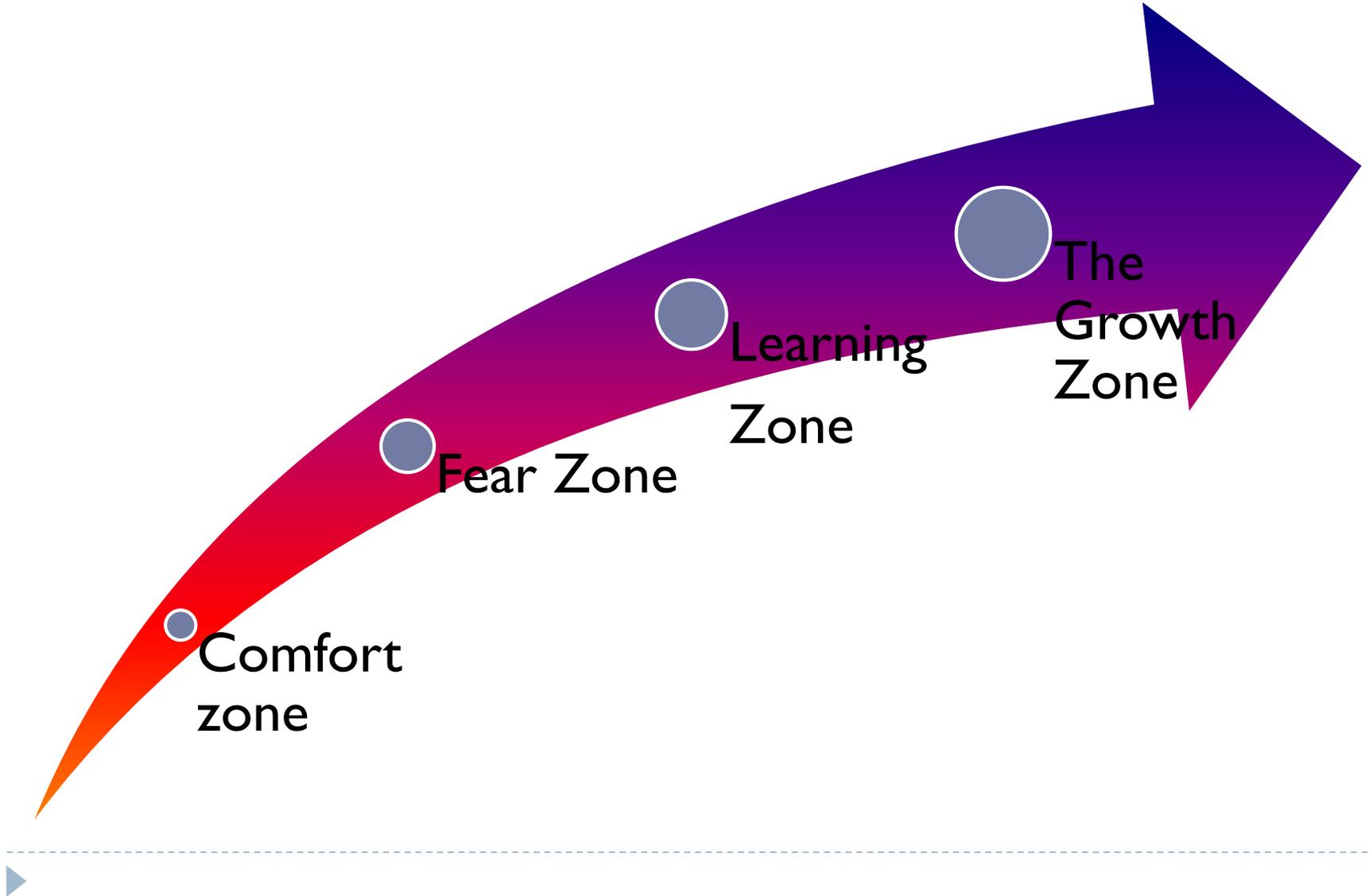
Profile of Social Care Worker

- ▶ Good at Planning
- ▶ Supporting People
- ▶ Protecting
- ▶ Guiding
- ▶ Advocate
- ▶ Good Social Skills
- ▶ Can Empathise
- ▶ Good Communicator
- ▶ Self Awareness
- ▶ Reflective
- ▶ Team player
- ▶ Resilient
- ▶ Working with other professionals
- ▶ Respect

▶ Adopted from Lawlor and Perry



The Professional Journey



Comfort Zone

- ▶ Student
- ▶ Formed some insight into the work
- ▶ Learning all about the theories



Fear Zone

- ▶ I wonder what I am doing
- ▶ I wonder am I doing it right
- ▶ I wonder what people think of me
- ▶ I wonder what young people think
- ▶ Behavioural Approach
- ▶ Reliance on Rules



Learning Zone

- ▶ Challenging thoughts feelings
- ▶ Put meaning on theories
- ▶ Begin to reflect
- ▶ Got a greater understanding of the roles social care workers play and what they represent to the young people



Growth Zone

- ▶ Greater understanding of yourself
- ▶ Lifelong learning
- ▶ Impact of the work
- ▶ Reflection very important
- ▶ Do no more Harm
- ▶ Risk taking
- ▶ Looking through a Attachment and Trauma Lens
- ▶ Reinforced Value System



Resilience

- ▶ The power or ability to return to original form, position etc., after being bent, compressed, or stretched; elasticity
- ▶ The ability to recover readily from illness, depression, adversity, or the like, buoyancy



smyly trust
services



-
- ▶ Resilience is that ineffable quality that allows some people to be knocked down by life and come back stronger than ever. Rather than letting failure/difficulty overcome them and drain their resolve, they find a way to rise from the ashes.



-
- ▶ Resilience is the ability to recover and bounce back from adversity and hardship, feeling stronger and more capable to cope than ever before.



Empathy

- ▶ the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another of either the past or present without having the feelings, thoughts, and experience fully communicated in an objectively explicit manner



smyly trust
services



-
- ▶ **Cognitive empathy** is the ability to understand how a person feels and what they might be thinking. Cognitive empathy makes us better communicators, because it helps us relay information in a way that best reaches the other person.
 - ▶ **Emotional empathy** (also known as affective empathy) is the ability to share the feelings of another person. Some have described it as "your pain in my heart." This type of empathy helps you build emotional connections with others.
 - ▶ **Compassionate empathy** (also known as empathic concern) goes beyond simply understanding others and sharing their feelings: it actually moves us to take action, to help however we can.
-



-
- ▶ One's value system is molded by one's virtues or vices. A person's standards and self-discipline set, based on the common sense and wisdom of knowing what the proper moral rules and discipline are, and the amount of willingness to see themselves and others abide by them.



Values

- ▶ Treat people with Respect
- ▶ Dignity
- ▶ Empowerment
- ▶ Choices



Values

- ▶ A value and belief that every child is born intrinsically good and all the dysfunctional behaviour is the result of something going wrong and the experience of trauma in their lives



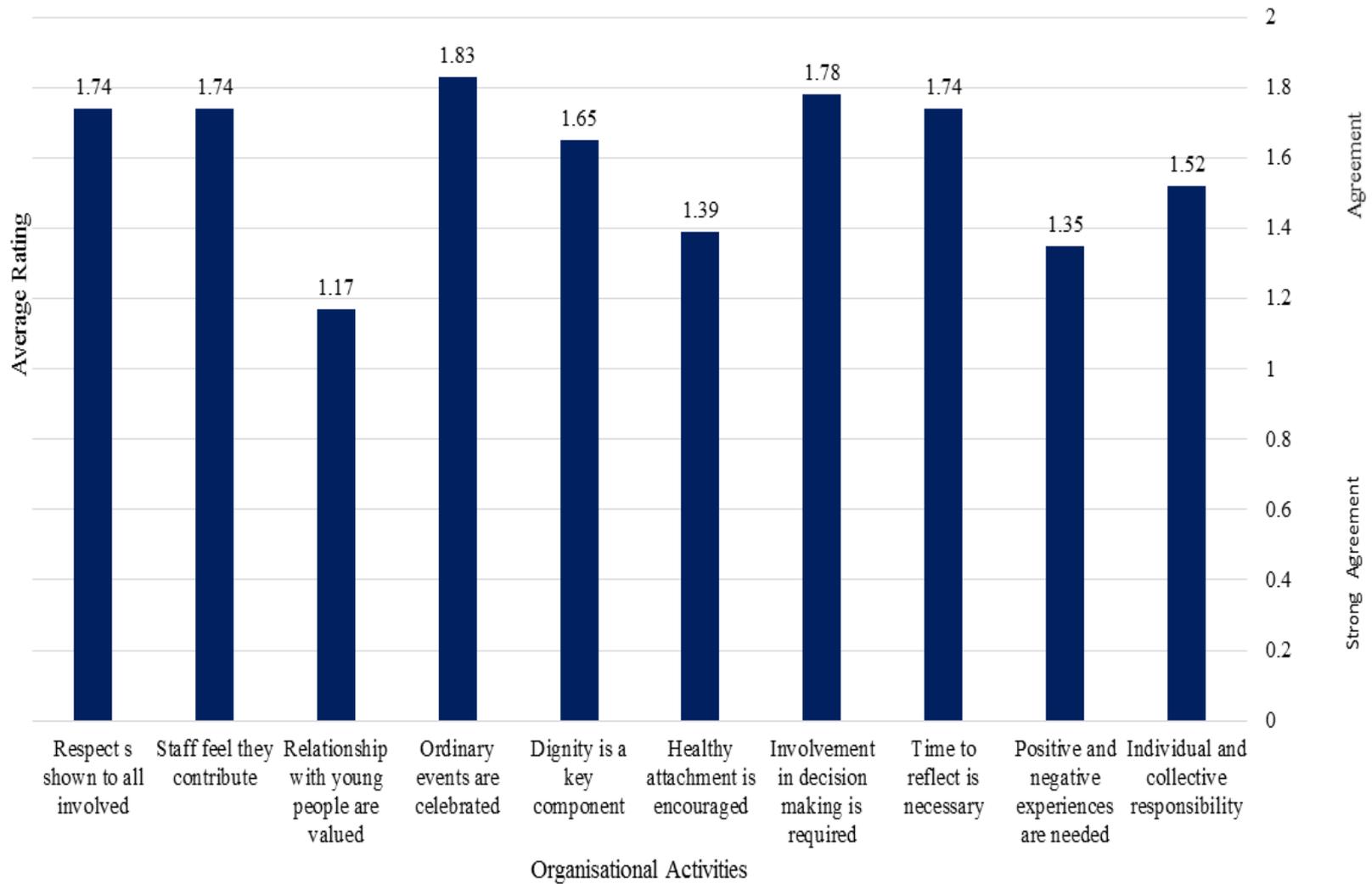
Value System



smyly trust
services

- ▶ Primary experiences of Relationship - Attachment
 - ▶ Culture of Safety and Understanding - Containment
 - ▶ Culture of Openness - Communication
 - ▶ Culture of Participation - Citizenship
 - ▶ Management and Supervision - Reflection
 - ▶ Culture of Curiosity and Enquiry - Education
 - ▶ Culture of Empowerment - Agency
-





Guiding Principles

- ▶ Respect
- ▶ Attachment/Holding
- ▶ Enquiry
- ▶ Equality
- ▶ Participation
- ▶ Empowerment
- ▶ Citizenship/Responsibility



Era of Vocation – Change for the better ?



CPR- The Organisational Response

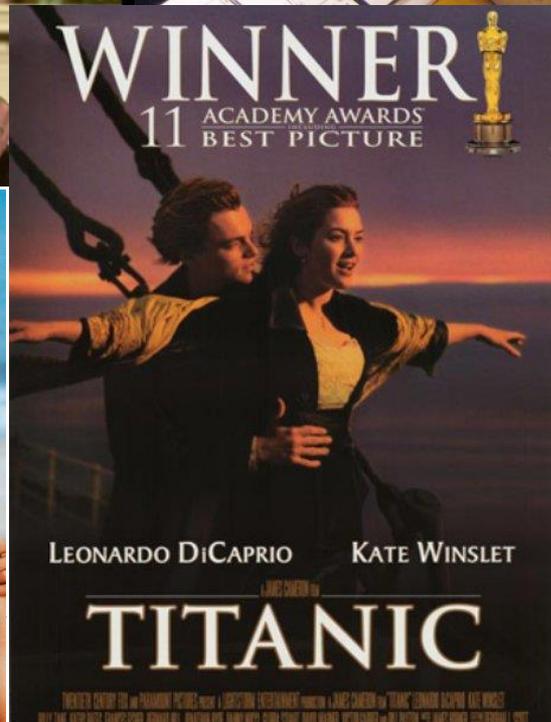


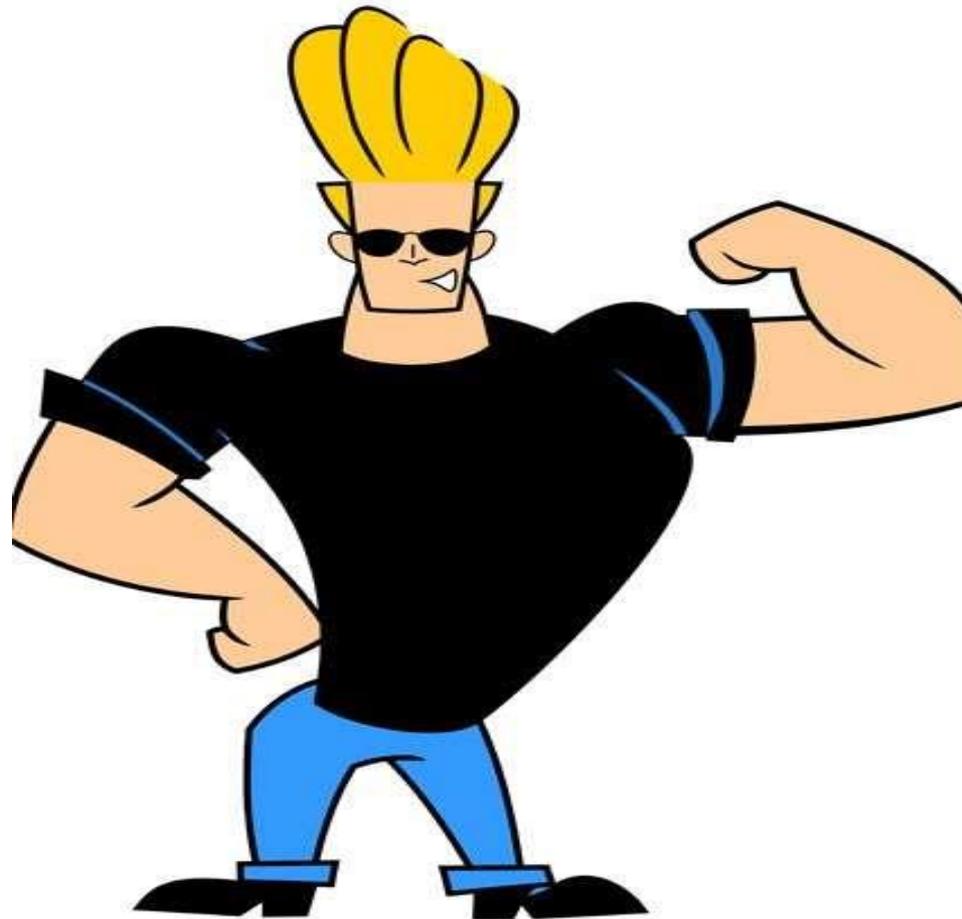


80's

- ▶ Reliance on doing
- ▶ Used my interests to engage young people
- ▶ Held a false believe- I could cope with everything
- ▶ Little understanding of the work
- ▶ No Supervision
- ▶ No Induction
- ▶ Sink or Swim



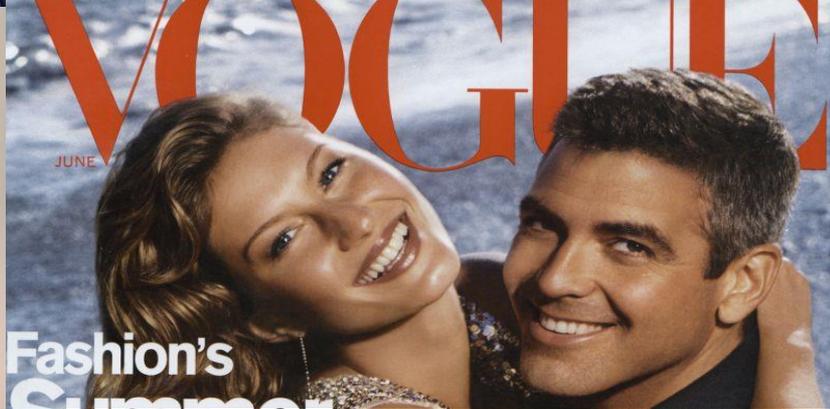
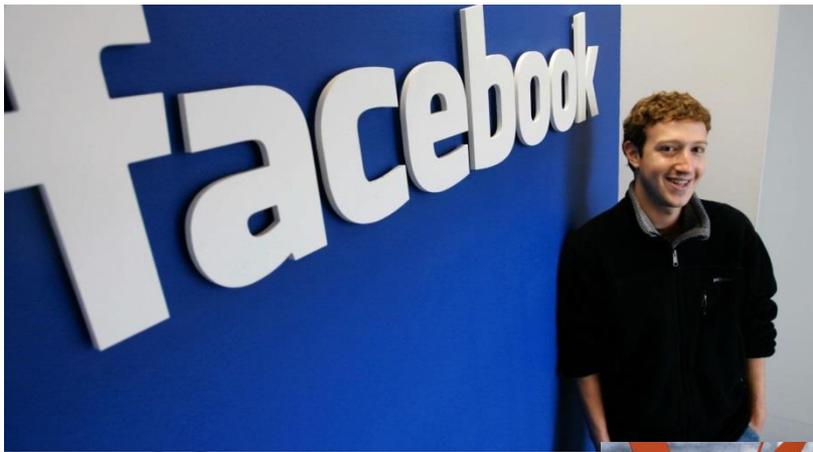




90's

- ▶ Started to understand the work
- ▶ Looked at Models of Care
- ▶ Introduction to Therapeutic Communities – Mulberry Bush School
- ▶ Open to learning
- ▶ Looking for Support
- ▶ Glimpses of Reflection
- ▶ Some Supervision- Task orientated
- ▶ Started to be guide by the principle of “doing no more harm”







00

- ▶ Move to becoming more Professional
- ▶ Importance of Reflection
- ▶ Understanding my value system
- ▶ Understanding others and their values
- ▶ Strong sense of resilience's
- ▶ Greater Empathy to families
- ▶ Practice perspective moved towards empowering people







2010

- ▶ Vision Focused
- ▶ Organisation- Value System
- ▶ Reflective
- ▶ Supportive
- ▶ Viewing Work through an attachment and trauma lens
- ▶ Empathy
- ▶ Understanding of Processing
- ▶ Putting Meaning in the Work
- ▶ Greater understanding of being Resilience



Our Model of Care

Self Care

Education-Access to further education

Process- Understanding Impact of the work

Containment- Having a safe space to talk

Opportunities for growth

Supportive- Supervision

Empowering-

Contribution being part of the picture

Organisation Holding The Adults

Mindfulness



-
- ▶ Holding- In mind
 - ▶ Holding the Children



▶ Hope

▶ Dreams

▶ Aspirations



Journey of Self Care

▶ Empathy

▶ Resilience

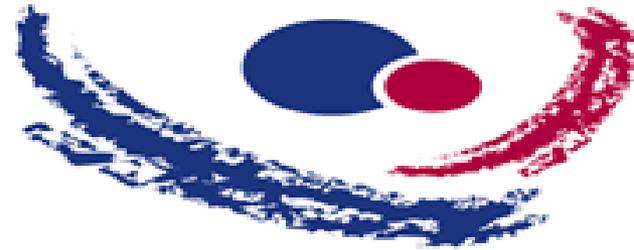
▶ Values



▶ **“ let no one ever come to you without leaving better and happier, Show kindness in your face, in your eyes, in your smile”-**

▶ Parent's quote

▶



smyly **trust**
services

