



Department
of Health

Role of Social Workers & Social Care in Responding to Crisis

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Crises and Disasters

- Natural disasters (hurricanes; floods; bush fires; earthquakes; health epidemics)
- Serious accidents/events (transport; building fires; gas explosions)
- People-made (war; refugees; terrorist attacks; massacres)



Social Work



Values, Knowledge, Skills

- Values & ethics
- Confident professional practice in working with people
- Holistic/person in their environment practice methodology
- Trauma informed/competent social work approaches



Responding

- Appropriate responses at 3 stages
- Enabling/facilitating care & support



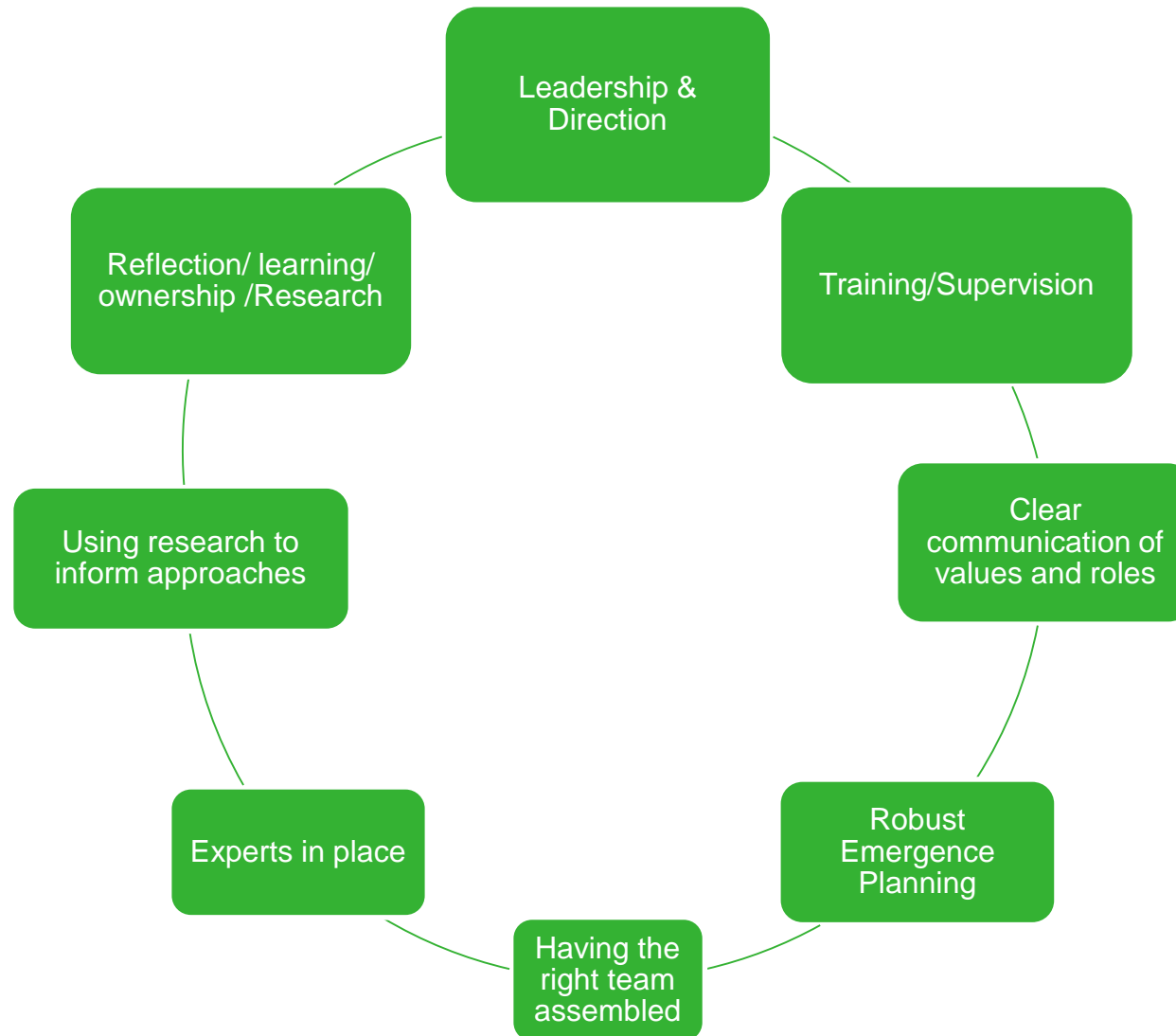
Change Agents

- Influence improving the lives of those affected by traumatic events
- Connecting people to support

Key Roles

- Advice and support
- Assessing need
- Assisting in keeping families together
- Safeguarding children, older people disabled people and sick people
- Providing psychosocial care, counselling and other forms of individual and family support
- Advocating, lobbying and mobilising
- Acting holistically and ensuring no disaster survivor is excluded from receiving available services
- Improving existing services and ensuring that those entitled to receive them do so
- Co-produced knowledge and solutions with local residents
- Enhancing resilience in both the short and long terms

How local leaders can support their staff through a crisis



Knowledge and skills for social care and social workers

- Working holistically
- Knowing what tasks you are expected to undertake
- Developing co-ordinated agency responses
- Learning how your employing agency is organised, who its personnel are, what they do and the nature of their relationship to you and your work
- Regularly checking out what you are doing, how well you are doing it and what else you need to do. Include service users and local residents in such evaluations
- Taking time to listen, speak clearly and calmly
- Addressing issues as they arise
- Constantly questioning who is benefitting from the aid or resources being (re)distributed
- Asking for help when you need it
- Taking care of yourself to avoid burnout

In their relationship with a local community:

- Acknowledge and build on community and individual strengths
- Give people space to do what is important to them, including celebrations and festivities that draw on local rituals

Thank you and any questions?



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