

Examine the Role of Social Workers in Crisis Management

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Abstract

Pressure, creating a psychological crisis - particularly the large communities, which will cause the breakdown of the conventional ideas of life and social interactions and financial and human injuries, threats, risks, and that, creates new needs. According to "Pearson" and "Claire", includes crisis management, systematic efforts by members with stakeholders outside the organization, in order to prevent or manage crises and its impact on time social work teams, crisis management to deal with emergency situations form, are similar. These groups are likely to affect the type of crisis, the experts will have numerous and diverse. This study examines the role of social workers, the urban crisis management during a crisis, has the responsibility of social workers has direct control over them.

Keywords: Crisis management, social workers, planning

Introduction

Of environmental change on human life, individual and collective human form is undeniable role in the progress of human history. Human societies throughout history have been larger and more complex, so that now controls large cities with populations of one million are in different parts of the world.

Current metropolises contains a huge amount of people, structures, transportation, natural and economic resources are gathered the most complex human-made systems and with chains of different operations, the impact of local, regional, national, regional and international power to generate wealth and pay.

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The problems of these societies have become more complex with its complexity; So that a significant proportion of public resources spent on preventing these problems and reduce complications that can occur. Ultra modernist of our environment with such an increase in population, urbanization, growing reliance on technology; Political, economic, cultural encounter, the world has become distressed.(Gholipour,2004)

Increasing population density in urban areas and the disproportionate distribution of urban facilities, the community's vulnerability to crisis has sparked.(Hosseini,2004)

Crisis in terms of speed and in terms of the occurrence of two types of sudden and gradual, and the natural and man are divided into two categories :(UNDP,2002:335)

The prevention of crises and catastrophes, the best way to prevent it, although the occurrence of disasters such as earthquakes cannot be prevented; Predictable crises, the best method at an early stage, to prevent a disaster after disaster. The second step is a full-fledged campaign outreach and coordination of resources through careful planning and efficient mobilization of forces, Practice being alert forces and for no foreseeable accidents are preventable. Third step when faced with a disaster, it is a prerequisite to suit the speed of disaster situations. At this stage, the prevention of waste and limit the spread of crisis is important. The fourth step, preventing enduring crisis and its effects. In other words, at this stage, the speed must be compensated for damages not caused the crisis and finally, the fifth step, the normalization of the situation comes to normal routines the area rule.(Aghabakhshi,2003:134)

Crisis Management

First of all, it is better to separately deal with the crisis management concept and then so that we can put on the general definition of crisis management. The idea, the art of managing the affairs of others and accepted by others and describe the purpose of them is emphasized.

Another group in the form of management tasks such as planning, organizing, coordinating, and have expressed. Some have described it as a manager that can manage and coordinate the science and art of leadership and control of group activities, to achieve the desired goals, with declared maximum performance. The management of some of the most desirable use of available resources (human resources - financial resources and physical facilities) or by applying the principles of management (planning, organizing, directing, leadership, control, and coordination) has been defined to achieve specific purpose the crisis is generally unpredictable (means you cannot predict when and where that happens).

Impact of crises and people who needed help were before the crisis, as the crisis will be helped; Nature and effects are long and amortization; The decision usually under extreme situation, and the limited time and information needed for decision-makers is incomplete; The time limit for responding to the transfer decision, and the decision unit members are shocked and amazed; Compression and time constraints, surprise, stress and distortion of information.(Wilson,1992) Now we can summarize the information provided crisis management defined: Adventure naturally or by human, and suddenly there is a growing and hardship to the human society in a way to impose order on the other hand needs to be super critical activities; Also, According to "Pearson" and "Claire", includes crisis management, Systematic effort by members of the organization with stakeholders outside the organization, In order to prevent or manage crises effectively, which, in the event of a crisis management team to deal with situations of extreme social form.

The Main Goals of Crisis Management

Save lives

Reduce the number of victims

Reduce damage to property, assets and the environment

Depending on the application is better, before addressing the critical location features and introducing systematic approach in order to deal effectively be noted that however, there is a system in crisis, either directly, or external factors have hampered the system. In both cases, we analyze their observations systematically advance; because the crisis management task, effective decision making based on accurate information in order to reduce the damage control and crisis.

The process of identifying the actions and reactions are carried out systematically. Otherwise, decisions will be nothing but trial and error, and with respect to three factors, time constraints, threats and surprises cannot be expected to be room for such an approach.

New Perspective on of Crisis Management

New perspective on of crisis management, relief and rescue the only stage of the cycle (cycle) knows catastrophes, new perspective on disaster management, relief and rescue problem only knows, the stage of the cycle disasters, Crisis management is a new perspective on the old belief believe that "there must be cured before the event." And never sat passively waiting for the disasters, but also to help knowledge, Knowledge and technology to battle went public awareness and community mobilization tools necessary human and material losses caused by injuries to minimize sudden disasters. Pre-disaster crisis management procedures typically begin to normalize and rebuild the damaged ends. Research issues related to unexpected disasters, usually between two points or a stage or parts of several steps, which are more or less the same. For example, M. F. Lechat, the process consists of five steps as each disaster and takes such steps outlined:

- ♣ Stage of expectations or predictions (Anticipipative Phase)
- ♣ Alarm Phase
- ♣ Rescue Phase
- ♣ Stage of release and relief of suffering and the normalization (Relief Phase)
- ♣ Step Reconstruction and Rehabilitation (Rehabilitation) (Lechat, 1990: 3)

New perspective on crisis management, the traditional view, the expected or anticipated step as the most important step. While the traditional view of the rescue and relief insists. Expected or projected on stage, it is important that the four important concepts and irreplaceable, the identification, planning, prevention and preparedness has been formed. Every society needs its catastrophes and various well know and with review of past and through careful research and knowing the types of disasters, the shape and magnitude to those observed. In this formulation phase of the disaster plan and scope of its location, as well as the likelihood and severity within national boundaries, is considered the most important step.

For example, all are aware that earthquakes, ground movement, landslides and floods are the most important and most common disasters that have occurred in every so often fall victim. Providing and characterizing such risk maps at different locations, regional characteristics of disasters in terms of population and places, risk can be formulated recipes and tools necessary to make informed approach to these areas was submitted.

After identification, planning stage begins. Program combat the disasters and crises, the long-term program of development of the country is indivisible, For example, flood prevention with flood make necessary practical and construction of dams and flooding of agricultural development is also essential, Die and becoming homeless, the influx of contemporary indicators of economic and social backwardness. Because of late such matters are largely in the control of human and instead of destruction, bring prosperity, and more products.

But in planning the fight against earthquakes, there is a difference. There is no ability to predict earthquakes; than months or days ago; Apart from the preparing and dealing with earthquake retrofitting city and the countryside, the construction was not feasible. In this context, due to Persia varied climate and building materials available in each region, The method to construct the probability of an earthquake (a common intensity) in each region be coordinated and conscientious builders and regulators is excited. The explanation is that, in this context, how can neglect public tragedy for thousands of men, women and innocent children lead.

But the third important implication of expected or anticipated in the concept of prevention. In the first phase of planning, the necessity of doing things and acting in various projects and proposals is justified, But in the prevention, carry out all or part of it be placed on the agenda. For example, put the appropriate filters for the industrial environment pollution, Provided protection against leakage of gas and materials, control and alarm system installation time on risk issues, How to place risk assessment and guidelines for making buildings and facilities away from populated areas and transfer it to a quarantine location protected, Implementation guidelines for urban and rural structures according to the information about the earthquake and seismicity around the country and taking appropriate measures against the violation of the guidelines, such measures are preventive steps.

But the last of the waiting phase, the period of preparation, in addition to the above action step up, raise public awareness and understanding of the general crises, disasters and their effects (Without inciting people panic) Timely education about risks and ways to recognize the right of individual and collective behavior of these risks and the occurrence of disasters can also be considered and endeavors through individual and collective consciousness, on the one hand reduce the toll in human injury and the side effects of the disaster, especially health issues, to prevent or at least to prevent its spread. The stage is expected or anticipated based on four concepts discussed in the identification, planning, prevention, preparedness, public disasters and calamities knows himself, Reset on its effects and to prevent or relieve from the effects of guidelines can be developed and brought into practice. Every area of their physical, social crisis will likely and community behavior guidelines and measures for predicting the occurrence of disasters, and those with continued training it is completely, learn.

By the end of the stage, waiting and anticipation, the warning phase of disasters in the time of crisis is approaching and the hopes that stage measures expected to be adequate to meet the threat with minimal adverse effects. The next steps in the process of rescuing disasters to be tied. Save on stage and in most crises and disasters, save lives is the first priority. This issue arises is that, unfortunately tragedy, How can injuries be prevented from dying? How to Search and Find immediate help victims and provide clinical and medical centers are deployed saved?

The next priority, and drain off the living area if needed and removing the bodies and property. With burying the bodies and make camp with facilities (water, electricity, heating and cooking equipment) for people living and making all necessary measures for health care, rescue phase ends and with services to people living and clean and debris capture, normalization, and ridding the disaster comes.

At this stage it is important to resolve various problems ravage people who are facing crisis management. In the event of a severe natural disaster and crisis, many families are torn apart, and occupation, business living and housing them away. Services that are required to be set at such times and at the end of term grants to take on the task of normalization and release phases have been identified. At this point, psychological help to cope with the disaster will be added to the program. But the last step, the reconstruction and rehabilitation phase, form part of the era to life again ravage the disaster has experienced.

The first question in this regard refers to the location of reconstruction and rehabilitation and if the actions could be taken out of the danger zone and disaster-prone areas, it is better to repair into reconstruction, and community to be built in another location and set up.

The Role of Social Work in Crisis Management

Before we examine the role of professional social work in crisis management, to review this business. Social work as a profession commonly known in England about 110 years ago. And was shaped by the actions of organized women groups the good and righteous. This women, who were mostly individuated women and excelled in their community, Seeing the chaos and confusion, a large number of its citizens, often due to poverty, disease and aging in a busy hospital or were admitted in poor homes to think up a good remedy fell and needed help and these people were providing. Gradually, it became coherent behavior and organizational aspects and professionals built the infrastructure that today span a very complex bureaucratic organization found and must every modern, democratic and social system is considered.(Samadi Rad,2008)

Charter of Social Work in Crisis

Charter of Social Work at the unprecedented tragedy shows what action, what steps and what powers should be done to the target, realized. Charter as process-oriented activities, the four phases of disaster, disaster date, disaster early days and weeks of the disaster is divided and eventually led to real participation of survivors to rebuild the region.

Pre-Disaster Stage

Preexisting programs, far more effective post-disaster programs are:

Develop scenarios and plans of each crisis and disaster prevention in the category that includes preventive measures, permitted and prohibited activities, resources required tackle any crisis.

Preparation of training social workers to work in crisis situations.

Provision of essential

Possible Predictions

Teach reducing vulnerability include:

A) Prevent waste rather disappointed after the accident;

B) The mass mobilization to confront the crisis of physical and behavioral

Tragedy Time

- Social Action for the rapid establishment of the headquarters for emergency and temporary accommodation services to children, women, the elderly and the disabled in the region
- Studies in the field of resource quality, location and how the relief forces in the city, according to studies by the dangerous and records of previous incidents of social work.
- Quick study, the basic requirements.
- A detailed survey of survivors
- Identify family members and relatives surviving children, the children of the area and avoid the accelerated shift;
- Building bridges between the survivors and wounded residents in treatment centers.

First days of the disaster

- Follow the previous steps;
- Evaluation of temporary emergency housing to more suitable accommodation;
- Careful planning and holistic social work team leader, to use manpower to attend and disaster after disaster in the region. The example of the exact distribution of doctors in different areas, placing a set of equipment and relief bags with basic supplies, rescue accelerated.
- Emphasis on temporary accommodation for families "single-gender" but the families of casualties, families with parent and child This system of single-gender families, in different age groups are formed to be reminded of the same family and also to prevent the risk of deviant behaviors. In the days after the surviving relative, assist in more appropriate accommodation;
- Specific energy enjoying survivors, instead of pure pity and grief sit behind those enjoying the long payoff function, prevention of angry survivors to rebuild and strengthen their participation in the next stage.

Experiences of survivors of disasters and crises earlier behavior, indicating the fact that the survivors of the disaster, people are not helpless, but also has a lot of energy and "other assistance" they dramatically increased. Men and women of any other kind that is effective can assist workers to make more rational decisions and participate in their daily activities.

First weeks of the disaster

- Reload programs and reform them;
- Presenting findings and how to work with local authorities;
- Establishment of relatively common and more affordable housing;
- Work area to prevent re-attachment of the people;
- More accurately identify those in need and orphans and formed the core of kinship;
- The development of local and regional regeneration areas in partnership with local organizations.

Rehabilitation and Reconstruction of the Region

After passing through these stages, the number of qualified social workers in the region to continue to work alongside psychologists and counselors specializing in rehabilitation teamwork within a disorder caused by the traumatic event helped organize. In addition, the emphasis on people's participation, participation in the thinking, planning, decision making and implementation for reconstruction of their houses, which enjoys certain elegance, this approach requires the involvement of social workers specializing in this area is demanding.(Aghabakhshi,2003;Pp 141-142)

Conclusion and Recommendations

Crisis management process is far more complex than that in normal conditions, due to the influence of effective management in a crisis situation, it is necessary to perform a task, a more subtle and more complex and according to the different materials and different types have similar crises, and the intensity, and shape society with which they are different, but have in common are numerous and wide, there are it will facing a similar.

Cities and societies are always dangers, disasters and crises facing the crisis management and a proactive approach in this area are important and crisis management by social workers, understanding the behavior of people after disasters and crises necessitate. Obviously ravage communities with a variety of social and psychological problems are: Feelings of powerlessness, despair, exhaustion and mass public fear and anxiety, excessive worry about the future, a pervasive sense of adversity, are only part of the tragic effects. Unsupervised families, orphans, loss of family members and dozens of other communities in exceptional circumstances will ravage. Views of affected communities, especially children and adolescents, found the bodies of loved ones buried them in mass graves, shocking experiences and have a devastating and long with survivors, will live. Based on the concept of crisis and conflict, crisis and community disaster management and the role of social workers are highlighted. As well as psychological problems, social problems, such as economic destruction, loss of income, occupation, destruction of facilities and resources to communities in crisis, is threatening. Seen this on the social catastrophe, the crisis is a multidimensional phenomenon. Physical, social, economic, psychological, learning, insecurity and an influx of criminals as well as the affected areas all represent different aspects of the crisis, the presence of social workers with specific abilities and capabilities are demanding.

The most significant damage associated with crises and disasters are caused by the particular unexpected acceleration, haste and lack of planning of activities, of the presentations given to avoid confusion and to avoid acceleration of the legend, on the day of the disaster and, therefore, more horrific injuries heartbreaking tragedy, a relief organization, Based on the essential activities and direct his every step, his works have charters available to other community organizations will be aid direct obligations and duties to help any organization to other organizations clearly be described before the disaster, representatives of each organization, the role of direct and assist other organizations to become familiar to aid organizations to operate in conjunction with domain knowledge may be achieved. Of the Charter of Social Work to manage crises and disasters is trying, providing specialized tasks and division tables scattered reduce the proposed activities and the direct responsibility of each organization to clarify, to the tragedy, things to avoid interference and increase coordination.

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