

Experimental Study of the Possibilities of Professional Activity Standardization in the Social Work: Russian Experience

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The article is devoted to the problems of labor standardization in social work, which is necessary to assess the quality and effectiveness of professional labor and to optimize the training at different levels. The article presents the results of experimental research of professional social workers opportunities. Article is based on the research results by order of the Ministry of Labour and Social Protection of the Russian Federation (2013).

Key words: Social work, Standard of professional activities, Labor functions.

In the social sector increased interest not only to the problems of development of the theory and practice of social work, but also to the person of the professional, its features and quality characteristics. In this context, enhanced the importance of the problem of training of future specialists of social work: features professional socialization, professional identity and the formation of students' competence and readiness for professional activity in a market economy.

Meanwhile, an analysis of the staffing situation in the social sphere indicate a lack of efficiency of the process of professional socialization. It depends on many factors - inadequate financial resources at various levels of government have a negative impact on service quality and motivation of the staff of; inadequate training of future professionals; lack of waste public social order for training, employment and

adaptation in the profession. (Vorobyev, 2006; Vorobyov, 2007) for the formation of new generations of employees of the social sphere, issues of the impact of professional socialization. In the process of professional training of social work should not only be prepared comprehensive knowledge, but also formed the skills that would enable graduates quickly incorporated into professional practice and successfully implement it. Development of social sphere becomes strategically important area of Russian society. Level of professionalism of social work depends largely on the quality of their training in schools, so increasing their professionalism, conceptual design courses are a necessary function of scientific research. However, in practice, this training there is a mismatch the existing level and quality of training of social work to complicate the conditions of social life. The elimination of this discrepancy involves solving a number of problems: organizational, economic, legal, methodological, conceptual to the implementation of new educational approaches, which predetermines the

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relevance of the chosen topic. (Vorobyova, 2006; Vorobyova, 2005).

Professional standards have become the norm in other developed countries. We have in 2008 had published a paper - the text of the National Qualifications Framework of the Russian Federation as a joint guidance document of the National Agency for Qualifications Development of the Russian Union of Industrialists and Entrepreneurs and the Federal Institute of Education, Ministry of Education and Science of the Russian Federation. The document was developed based on the experience of building the European Qualifications Framework. National framework should be an integral part of the basis for the development of the National Qualifications Framework of the Russian Federation, which will include sectoral qualifications frameworks, professional and educational standards. Such a system of evaluation of education and certification, provides the same for all levels of professional education mechanisms of accumulation and recognition of qualifications at national and international levels. (Kryukova and Makeeva, 2013).

The need to develop professional standards caused by the fact that the accumulated significant contradiction between the demands of the population and the competence of professional staff between employers' requirements for competency training social and educational standards. Contradictions are manifested in the fact that the approaches to the profession of social work specialists do not meet modern requirements. Social problems in society are changing the content, nature and direction, but still remain sharp. They are fraught with social conflicts, significantly constrain the socio-economic development of society, reduce the potential of the population and lead to increased social dissatisfaction. In this modern decor is changing very rapidly, the system of training and qualification requirements for them no time to react quickly to change. (Farla Ton, 2000; Burdien, 1977)

What is the standard of professional activity of a specialist social work?

This document contains the requirements for the content and quality of work (functions) of workers of different skill levels. It is being developed within the framework of a particular profession or field of professional activity, taking

into account characteristics of the organization of professional work, labor and management, rights and responsibilities of workers. This kind of algorithm profession, which justified the employment function and the corresponding sequence of labor action, the necessary skills and knowledge.

Specialist Social Work works with a variety of groups. More on the International Forum of Social Workers in Montreal (Canada, 2000) emphasized that the profession of "social work" contributes to the implementation of social change, problem solving human relations and strengthen the freedom of man and his right to a decent life. Social work is an essential tool to improve social well-being of the population, the harmonization of the contradictions that arise (especially in the field of labor and wages, employment, compliance with safe living conditions). Standard professional activity gives these value orientations form concrete steps of action needed to achieve the goals.

What does the standard of professional work a social worker population?

Clear sequence of professional activity will allow the public to know what kind of work should be done specialist that is accessed by the citizens with their problems. Often, people's expectations are not realized for the reason that they do not know the capacity and competence of the professional activities of a social worker, or waiting for a miraculous deliverance from all his problems. The standard specifies the process of helping citizens highlights the stages of this process, the conditions for its implementation, not only describes the sequence and scope of work, but also the requirements for the quality of work performed. Knowledge of the standard will allow to compare the requirements prescribed in it, with actual services received and to assess the quality of the work.

What does the standard of professional activity by a social worker?

Professional activities of social workers received detailed regulations. Specialist social work deals with a variety of people from different groups. They come with their sometimes very non-standard problems that require an individual approach. But in each particular case highlights the standard invariant - the most important professionally

reasonable steps that will find the right solution. Professional standards clearly delineates responsibilities of a social worker, and his powers, but also his or her rights. Including rights in cooperation with specialists of other spheres of life, which is necessary to cooperate in solving social problems of clients of social services. Simultaneously, the standard provides criteria for the quality of work executed.

All previous documents (eg, qualifying characteristics) gave only a general characterization of what an employee should do. Virtually all of the graduation were associated with the presence of experience. Under these conditions, much depended on the personal characteristics of a social worker. The result of this uncertainty has become a significant overload of one and vice versa, underutilization of others. The social work profession is such that requires a great deal of emotional psychological impact. Uneven loading, the absence of certain criteria leads to emotional professional burnout, on the one hand, or the inconvenience of social services activities of social institutions, on the other.

Now based on the standard of professional work can build a "formula for success" - those employees who perform work in excess of the requirements of the standard may be eligible for promotion, career development, the growth of social and professional status. If the work does not comply with professional standards, it can get official sanction or lose their jobs.

Inconsistency practice employee may be due to the lack of professional education. The standard defines the necessary skills and specialist knowledge. If these are not sufficient, the employee may be referred for further professional education, training, or he will be advised to get a second professional education appropriate level.

Compliance with the required level can be the basis for personal certification of professional activity that awaits our labor market in the near future.

What does the standard of professional activity of a specialist social work managers of institutions of social protection of the population?

Precisely regulated activities become more "transparent" for clients of social services, and managers. Step by step algorithm aimed at a positive result gives head an objective basis for

assessing the professional performance of each expert. Summing up the program of individual professional work, you can more accurately develop social projects and planning activities of the institution. Standard of professional activity, which is being developed to meet new professional approaches and new strategic objectives, lets go of the declarative principle to a mist, ie. E. To be proactive social problems on prevention. This will achieve a new quality of social services.

What does the standard of professional activity of a specialist social work social education?

Framework which will allow to bring together educational standards to the requirements of the social security system. Educational process, built with the professional standards of social work specialist, will enable students to be better prepared for their professional activities.

What is the mission of developing professional standards specialist of social work?

It is the formation of a common space of professional social work and social education, to coordinate the efforts of social education and social welfare system. Ultimately - this action is aimed at ensuring a higher level of social protection.

Ability to standardize professional activities in social and humanitarian sphere is not recognized by all. A number of foreign schools in the theory and practice of social work focused on client or individualized approaches, when each situation is regarded as unique in its basis, i.e. was created by an atypical combination of frailties internal aspirations and capabilities of the individual and the external circumstances of his life (Malcolm Payne, 2007; Kryukova and Sokolova, 2014). Sometimes social work is reduced only to correction of personality values (Laura Rodica Giurgiu and Mircea Adrian Marica, 2013). However, the scientific analysis of the problems of modern civilization allows drawing conclusions about the existence of a number of common problems, which are allocated and social groups in need of social protection (Corey M.S. and Gerald Corey, 2002). Not incidentally social work is considered in a context of social management (Weinbach, 2003.). Gained professional experience shows, that the way out of difficult situations can also be a significant part of standardized. To it point documents of the International Federation of Social Workers (International Federation of Social Workers, 2012).

Method

The problem of socialization, the specifics of professional development, training issues are constantly in the focus of many researchers.

Theoretical and methodological basis of the research

Theoretical and methodological basis of research was of the classical and contemporary sociology, allowing detail the nature of socialization and professional socialization as one of her private areas.

In the works of the representatives of classical Western sociology (M.Weber, E.Durkheim, G. Tarde, Z.Freud, and others.) Laid the theoretical foundations of research socialization. Of particular importance are the methodological study of Max Weber on the interpretation of competency as a unity of social and individual.

Detailed examination of the socialization of the individual has undergone trials in P. Berger, Pierre Bourdieu, CH.H. Cooley, T. Luckman, R. Merton, J.G. Mead, T.Parsons, N. Smelser, P. Sorokin, E. Fromm, A. Schutz, E. Erikson. Their works have been defined the essence of socialization, the driving force for the development of personality, attempts to highlight the steps and mechanisms of socialization.

In domestic science various aspects of socialization theories presented in the works of Russian scientists (G.M. Andreeva, B.G. Anan'eva, A.A. Bodaleva, L.S. Vygotsky, I.S. Kon, A.N.Leontiev, A.V. Petrovsky, S.L. Rubinstein, D.B. El'konin et al.), who in their works considered the problem of psychological effects of socialization, patterns of assimilation of social experience of individuals due to age stages of life, the nature and mechanisms of socialization.

In the past decade, issues of socialization were devoted to the work of eminent Russian sociologists S.N. Ikonnikova, A.I. Kovalevoj, V.F. Levicheva, Val. A. Lucova, G.V. Osipova, Y.R. Khairullina, A.I. Shendrik, F.E. Sheregi, V.A. Yadova and others.

Issues of professional development of the person and work of a man widely covered in the works of F.F. Erisman, S.M. Bogoslovskogo, E.M. Dementieva and others. They studied in detail the causes of occupational diseases, developed

hygienic occupational classification. Doctors, psychologists and neurologists (I.M. Sechenov, V.M. Bekhterev, and others.) Defined norms of a healthy labor in terms of the physiology of labor, the effect of various external factors on the health status of the person.

K.D. Ushinsky, P.F. Kapterev, V.P. Wahterov, P.F. Lesgaft, N.A. Rybnikov, V.M. Farmakovskiy et al. Put the problems of moral and labor education, the development of a common framework for children to work, the formation of strong-willed character, business ability, readiness of teenagers to working life, to choice of profession. Figures Vocational Education S.A. Vladimirkii, A.I. Lonachevsky, P.K. Engelmeyer et al. Discussed the essence of professional competence, professional skills, abilities, and capabilities of their formation.

Currently, the problems of formation and development of the individual professional, as well as issues of professional socialization actively investigated A.K. Markova, E.A. Klimov, O.G. Noskova, N.A. Perinskoy, S.V. Novikov, O.V. Romashov, V.D. Shadrikov.

Specifics of the development and establishment of social work as an independent scientific branch, occupies a leading Russian scholars such as S.A. Belicheva, S.I. Grigoriev, L.G. Guslyakova, S.V. Darmodehin, I.G. Zaynyshev, I.A. Zimnyaya, E.SH. Kamaldinova, V.V. Kolkov, I.M. Lavrenenko, A.I. Lyashenko, A.V. Martinenko, V.P. Moshnyaga, V.A. Nikitin, P.D. Pavlenok, A.M. Panov, V.A. Slastenin, L.V. Topchy, M.V. Firsov, E.I. Kholostova, B.J. Shapiro.

Specific issues of professional training of social work, especially professional and personal development, the formation of professional competence and commitment to professional activities are considered in N.S. Valeyeva, N.N. Galaguzovoy, N.V. Dolmatova, V.I. Zhukov, O.A. Ovsyanik, G.I. Osadchei, N.M. Platonovoi, N.A. Ruchkovoy, L.V. Topchii, N.B.Shmelevoy, S.D. Chiganova, E.R. Yarskaya-Smirnova.

Fundamental importance for the understanding of the process of institutionalization of social professional education in Russia are representatives of the scientific school of the Moscow Humanitarian University I.M. Ilinskogo, Val. A. Lucova, S.I. Plaksiya, B.A. Ruchkina et al.

However, until now no specific case studies of problems of professional socialization of students - the future of social work specialists in modern conditions. Not enough attention is paid to the competence approach to professional training. Scientific solutions require questions the modalities and means to improve the quality of training of future specialists, readiness for professional activity, effectiveness of professional socialization.

The empirical base of research

Co-author on the basis of the grant of the Ministry of Labor and Social Protection of the Russian Federation in 2013 studied the development of expert professional standards in social work. In Russia, there are three levels of professional activity: a social worker (works with the population, without professional education), a specialist of social work (works with the population and coordinates the activities of the involved institutions, organizations and experts, has the higher or post-secondary education), a director of institutions and services on social protection of the population (performs executive functions and has the higher professional education). The problem is that many employees work without specialized professional education. As a result, their labor functions are limited, and activity is inefficient.

In the process, were used as theoretical research methods, and applied on the basis of a questionnaire (N=1158; quota random sampling); method of focus group (N=37). Brainstorming (group1 – N=26, group 2 – N=28; expert survey (N=257). The study was attended by representatives of all eight districts of the Russian Federation, the faculty of higher education institutions, as well as social work practice, including Directors of Social Protection of the Russian Federation (Sizikova and Anikeeva, 2013).

Experimental studies of the functions and competences of social work with higher education were conducted in two phases: 1 – Identification of the main job functions and activities, 2 – determination of the frequency of their application in practice specialist.

The results

Surveys of social work specialists indicated that the most frequently technologies of identification and complex assessment of the

citizens life situation, who are in the difficult life situation (88% of respondents), are used in their professional activities. On the second place - determination of pattern, volume, forms and methods of social protection in order to improve life activity and (or) increase the degree of independent satisfaction of the basic vital needs or to prevent the emergence of difficult life situation (77.75%). On the third place on a demand – the organization and providing of socio-living, socio-economic and socio-legal assistance to clients and various social groups of the population (76%).

The work individualization is connected with the necessity identification of different clients and social groups of the population, who need various types and forms of social protection (75.5%).

A little more than a half of the surveyed specialists of social work (65%) pay attention to forecasting of event succession, to the processes, which happen in a family, group, society, to potential social problems. Only 56% of respondents constantly attracts specialists of different department participation and ensure their cooperation in order to implement the needs of social groups in different types and forms of social protection. The similar index at such labor function as integration of various state and public organizations activity, the organization of interdepartmental interactions for rendering the social assistance to different clients and social groups of the population, the prevention and overcoming of social problems of the personality, family and territorial community (54%). Only every second expert inclines to a professional reflection – to a self-assessment of quality and efficiency of social service for different social groups of the population in accordance with the standards (52%).

In the course of research and development of standard specialists of social workers, skill levels were differentiated in accordance with the types of activity objects. At the same kinds of objects defined requirements for education, competence, character and results of labor, employment and labor functions action specialists. In the developed professional standard identified two generalized labor functions:

- a) Activities for the implementation of social services and social support of the population;
- b) Activities of planning, organizing and

monitoring the implementation of social services and social support measures.

DISCUSSION

First of generalized functions corresponds to labor activity expert in social work, which interacts directly with the person who found themselves in difficult situations.

Type of subject specific activities becomes citizens who find themselves in difficult situations. Principles of specialist connect two approaches: a declarative (JavaScript difficult situations recorded at the request of citizens) and a mist (the presence or risk of a difficult situation is fixed based on the data of social protection, education, justice, health e.c.t.).

The second function involves generalized activity of the head unit (group of experts) organization of social protection of the population, whose responsibilities include planning, organization and supervision of the implementation of social services and social support measures. Object of activity – the process of implementation of social services and social support measures.

The developed standard of expert professional activity in social work conforms to requirements of the new legislation.

Analysis of the results showed, that today social workers in most cases are already in the mode of overcoming difficult situations arose (Pavlenok, 2011). However, the new federal law “On the basis of social services to citizens in the Russian Federation” (2013) tasked with the prevention of conditions that reduce the level of social independence and autonomy of citizens (Federal Law of the Russian Federation, 2014). Designed standard correspondence request to change the content requirements for the activity of specialists in the field of social work.

CONCLUSION

In general, the development and implementation of professional standards expert in social work – part of a federal program for the formation of the National Qualifications Framework. In modern conditions, more than 120 development countries have begun to develop and implement national qualifications frameworks that

are designed to bring the requirements of professional activity to the system of vocational education and training. In particular, there is the experience of implantation of the European Qualifications Framework (EQF) (Colesat all., 2009). Professional activities in the field of social protection of the population – one of the most difficult areas, as Social workers interact with different categories of people, social institutions and complex social problems; object of their attention are conflicts (International Federation of Social Workers (IFSW), 2012).

Standard value of professional activities in social work is very great for people who get answers to many questions related to their social expectations for professionals and managers of social services, agencies and organizations, including non-governmental organizations and organizations of social entrepreneurship, as well as for vocational education. (Meyer, 2007; Mannheim, 1994 Merton, 1966)

The value of the standard of professional activity of specialists in social work is very significant. Citizens can understand what kind of assistance they can provide specialist in social work. This will create real social expectations. Employers of the social protection system will allow evaluating and improving the professionalism of its employees, to strengthen their motivation, to achieve improved efficiency and quality of work. The employees of the standard will provide insight met their requirements workplace. For the sphere of education in the field of social work, he will come as the basis for updating of the Federal educational standards and educational programs of all levels of professional education, development of methodological materials and choice of forms and personnel training. The management bodies of entities of the standard will create an opportunity to formulate real and measurable learning outcomes in the system of professional education. In General, the implementation of standards in professional activities in the field of social work will lead to a significant increase of its efficiency.

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