

## Research on the intervention path of social work in public health events

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**Abstract.** Government report pointed out in 2020 that it is necessary to give full play to the professional advantages of social work and support the majority of social workers and volunteers to provide services such as psychological counseling and emotional support, which fully affirms the active participation of social work in epidemic prevention, and also pointed out the direction for social work to play a role in promoting epidemic prevention and economic and social development. Looking back on the obstruction of social work in the early days of the new crown epidemic, in the process from "powerlessness" to "advantage play", what has changed? Which actors made the effort to bring about these changes? By classifying and analyzing social work organizations in public health events, and based on previous research results, this study systematically and comprehensively gives targeted countermeasures and suggestions, which also provides valuable insights for other social work organizations.

**Keywords:** Social Work, Social Organizations, Public Health Events

### 1. Introduction

General Secretary Xi Jinping's "Speech at the Conference on Coordinating and Promoting the Prevention and Control of the New Coronary Pneumonia Epidemic and Economic and Social Development" on February 23, 2020 systematically clarified the central government's strategic deployment and requirements. In terms of winning the battle of epidemic prevention and control, the speech proposed "to give full play to the professional advantages of social work, and support the majority of social workers, volunteers and volunteers to carry out psychological counseling, emotional support, security support and other services". This important speech fully affirms the active participation of social work in epidemic prevention and control, and also points out the direction and puts forward requirements for social work to play a role in coordinating epidemic prevention and control and economic and social development. The social work community must respond positively, participate more deeply and effectively in the prevention and control of the new crown pneumonia epidemic, and promote economic and social stability and coordinated development.

The COVID-19 outbreak is a major public health emergency, and the field of public health is one of the earliest professional practice areas of social work. Since the outbreak of the epidemic, social work has achieved certain results in epidemic prevention and control. The China Federation of Social Work issued the "Social Worker Support Manual for the Prevention and Control of Pneumonia Infected by Novel Coronavirus", which made a comprehensive plan for social workers to participate in the work principles, personal protection, and key areas of epidemic prevention and control, and listed medical social workers in detail. Community and rural social workers, youth, children and school social workers, senior social workers and other key areas of work focus. Industry organizations such as the China Society of Social Work and China Social Work Education Association also work efficiently within their respective responsibilities. Social work institutions and social workers distributed all over the country carry out online and offline three-dimensional actions to provide multi-level, all-round, diversified and professional services for medical workers, patients and their families, centralized and home isolation personnel in epidemic areas.

## **2. Social work faces many difficulties in participating in the public epidemic**

### **2.1 Social work has not been incorporated into the construction of the epidemic prevention and control system, and lacks legal protection**

Although the professional advantages of social work in epidemic prevention and control have been affirmed by the party and the state, under construction of epidemic prevention system, social work has not been included in the prevention and control system, resulting in the lack of legal protection for the participation of social work in the prevention and control work and being in a "marginal" situation. China's epidemic prevention system is mainly based on the traditional administrative system. Party committee leaders, government organizations and community participation work together to win the epidemic prevention and control war. As the main battlefield of epidemic prevention and control, communities have played an important role in the implementation of relevant policy documents. As one of the main bodies in the "five social linkage" of community governance, although social work has great initiative and advantages in form, it has always been in the subordinate position of the community in practice, and its own subjectivity has not been brought into full play.

### **2.2 The professional status of social workers is declining**

Social work started late in my country, the relevant legal system is imperfect, and the degree of professional recognition is low. When participating in epidemic prevention and control work, social workers are often regarded as government workers, and their professional status has declined. In addition, the rules and regulations for epidemic prevention and control do not clearly affirm the professional status of social workers, resulting in a weak legal status for social workers to participate in work.

## **3. Current situation of social work intervention in public health events**

Once a public health emergency occurs, the organization can respond to the event and intervene in time, which is an important aspect to ensure the effectiveness of practice. Understanding the practice sequence of social work-related organizations in response to the epidemic is helpful to reflect on the space and degree of social work intervention after public health emergencies and the possibility of service practice.

From the covid-19 practice of social work intervention in the new crown pneumonia epidemic, the first sequence of mobilization and participation in indirect services is the social work industry organization. For example, the Shanghai social worker association has formulated the series of work guidelines on social work institutions and social workers' "new type pneumonia" psychological crisis intervention, providing guidance for Shanghai social workers to participate in services. The second sequence organization is the administrative organization of social work, such as local civil affairs, Health Commission and other government organizations. After the outbreak of the epidemic, government organizations need to have a stable, effective and reliable response, which determines that government organizations must fully study and judge the epidemic before they can carry out practice. The third sequence organization is the social work service organization. The fourth sequence is social work-related educational organizations, such as colleges and universities, educational institutions and so on. Although the overall participation of educational organizations in practice is slow in practice time sequence, individuals in educational organizations can participate in practical services. For example, in the industry organizations that first participated in the practice, college teachers are often leaders in the organization and participate in the practice of epidemic prevention with professional feelings.

In general, social work-related organizations have differences in responsiveness and responsiveness after a public health emergency, which is inseparable from the organization's own functional orientation, professional ability, and understanding of the event. The services provided by

different organizations in practice are differentiated, which has reference significance for improving the service system of social work participation in public health emergencies in the future.

#### **4. Ways and countermeasures of social work intervention in public health events**

##### **4.1 Strengthen the guidance of party building and combine social work services**

Adhere to the guidance of party building, first of all, ideological guidance, and regularly carry out the theme activities of party building education. Adhering to the core values of socialism and adhering to the concept of helping others and self-help, the planning and implementation of service projects will conform to the requirements of policy documents so that we can get close to the needs of the masses and achieve more comprehensive results. Similarly, if conditions permit, the person in charge of the matched party construction project should have the status of party member, project management experience and high ideological awareness.

Party construction work pays attention to the role of organization leading, and the development of Party construction services is inseparable from the grass-roots level. Therefore, Party construction services must have a good organizational foundation. This requires social workers to master the organizational resources of the community, establish good cooperative relations and formulate consistent service objectives. The resources and strength of the community are scattered. The guidance of Party building is like a hub, and social workers are like resource managers. They unite the organizational forces scattered in all corners and jointly participate in the epidemic prevention and control. It is necessary to change the perspective and regard the community as a resource community full of potential. Each organization has social status, funds, manpower or professional resources in the community. Social workers activate the potential of the organization and produce a continuous flow of resources, which will make the vitality of social work services shine.

##### **4.2 Obey the administrative leadership and integrate into the existing system**

Community is still the main battlefield of social work in the future. How to play a better role in the innovation of community service mechanism is a double challenge to social work and community neighborhood committee personnel. In this epidemic prevention and control, we see the division of work and cooperation between community neighborhood committees and social work. As a legal community autonomous organization, community neighborhood committees play a leading role in anti-epidemic services, and the strength of social work is a powerful supplement. The intervention of social work can not only discover and meet the needs in time, but also make the people feel the warm service of the party and the government in the process of anti-epidemic.

It is an important aspect of exploring effective community governance to improve professional service ability and level and master scientific professional working ideas and methods of social work. In addition to the necessary administrative work, community work should use professional methods to go into the community residents, understand the needs and difficulties of residents, and adopt effective ways to solve problems. On the one hand, this promotion needs the support of government policies to give community workers space to learn and use the professional advantages of social work. On the other hand, community workers also need to recognize the responsibilities of their posts, take the initiative to learn and give full play to their professional strength to serve community residents.

Professional social work should play a role in the public epidemic, which is inseparable from the existing administrative system and the accumulated administrative resources. Social work organizations should actively establish cooperative relations with the government and community grass-roots autonomous organizations, closely follow the government's policy guidance and understand the needs of community grass-roots autonomous organizations, so as to give full play to their professional advantages, carry out work and obtain the support of government departments and the trust of community grass-roots autonomous organizations.

### 4.3 Called by industry organizations, supported by scientific guidance

Although social work is not the protagonist, it is an important complementary force to public health events and is scattered in various sectors. Social work associations can issue initiatives or work guidelines from the three levels of institutions, professions and social workers to guide social work institutions to actively and effectively participate in public health events. First of all, the social association should guide all institutions to start emergency plans at the institutional level, strengthen the disinfection and cleaning of workplaces, and do a good job in institutional prevention and control management; According to the service characteristics of each institution, release the work adjustment arrangements during the epidemic, such as timely suspending the social work services and projects affecting the epidemic prevention and control, and formulating detailed service guidelines for the services that cannot be suspended, so as to guide the institutions to carry out in a safe and orderly manner; Urge institutions to check the situation of employees, and suggest qualified institutions to arrange informants to follow up, grasp the activity track of employees in real time, and actively report relevant information, so that the social association can fully grasp the overall situation of institutions within its jurisdiction.

Under the guidance of the party committee of social organizations, the party branch of the social association should closely follow the policy requirements led by party construction. It is suggested that the party branch of various social work institutions and party member social workers should form an emergency team to encourage party members to set an example in their work during the epidemic and show the spirit of responsibility. During the epidemic period, party members and social workers should give priority to the actual situation and adjust the work plan in time. In addition to paying attention to the vulnerable groups in the community, they also need to focus on the staff who stick to the front line, and use the power of party construction to lead social workers and volunteers to provide human and material backup support for epidemic prevention.

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