

# **The Joys and Challenges of Family and Child Care Social Work in the Context of Organizational Change**

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# Methods

- What do you enjoy most in your job?
- What do you enjoy least? (challenges/frustrations)
- How well supported do you feel?
- What needs to change? (big or small)



	LISBURN	DOWN	ARDS	SPoE/ Gateway	TOTAL
Senior Practitioner	6 (of 9)	6 (of 8)	4 (of 5)	8 (of 8)	24 (of 30) (80%)
Social Worker	14 (of 16)	4 (of 6)	7 (of 13)	8 (of 13)	33 (of 48) (69%)
Social Worker (AYE)	3 (of 3)	5 (of 5)	3 (of 4)	0 (of 2)	11 (of 14) (79%)
TOTAL	23 (of 28) (82%)	15 (of 19) (79%)	14 (of 22) (64%)	16 (of 23) (70%)	68 (of 92) (74%)

# Enjoy Most

- Direct engagement with children/families
- Variety and continual learning/development
- Seeing change/development – results of your work
- The team – ‘safe space’

**“I love doing the one-to-one work with the children. They’re just very...charismatic and positive”**

**“I do enjoy the work with parents...once you see them get that light bulb moment...how their actions have impacted the children, you know, its really good to see that change”**

**“The main thing is the team...the team is so supportive here, its like your family...because of the intensity of the work you have to be so close and supportive...everyone is so good at taking that time to listen and, like, let you vent...they’re always there for you”**

# Enjoy Least – Challenges/Frustrations

“I think staffing is a big issue and there’s a lot of pressure...there’s not enough hours in the day, you know...like the report writing and even just the admin side of things”

“Its all the adminy stuff...we spend so much time on our computers rather than actually being with families...recording, reports, emails”

“The stress and the pressure...you constantly have this list that never gets any shorter, it just probably gets longer [laughs] and you’re trying to work through it”

- Workloads – complexity and stress
- Not enough time with children/ families due to other tasks and requirements (even if all vacancies filled!)
- Staffing – turnover and shortages
- Bureaucracy – recording, reports, admin tasks

# Support

- Team
- Team Leader
- Principal
- Senior Managers



**“Our management are really good and we do have regular supervision and everything and there is that open door and we can go down to them, but I think that me feeling supported is more to do with the girls in the room rather than, like, anything procedurally”**

**“I do feel supported in my job...our supervision is really good here. Like, we get it regularly, like its never missed and I feel like I get real good use out of it...just for you to release your emotions and stress”**

# Change



**Pay and recognition**



**Recruitment and retention – stability**



**Admin and other support dedicated to teams or embedded**



**Streamlining/simplifying reports/referrals to avoid repetition and duplication**

