

The Function of Social Workers in Community Grassroots Governance

-- Fieldwork based on FX Community

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Abstract

Social work takes the community as the position in the social grassroots governance, helping to build a new pattern of community co-governance, co-construction and sharing. In this process, the professionalism of social work and the adaptability of the atmosphere of community autonomy is obvious to all, and the difficulties faced by social authors in community governance need to be further explored and dispersed to improve their work enthusiasm and efficiency. Through my internship in FX community, I conducted a field survey of the community social work station. This paper will take the function of social workers as the cutting point, analyze the difficulties and influencing factors in their current work, in order to gain something.

Keywords

Social work; Grassroots governance; Function definition.

1. Introduction

Community governance is an important link in the realization of social grassroots governance, and effective community governance provides support for the construction of a new pattern of public governance, joint construction and sharing. This is why the national level attaches great importance to community governance. The CPC Central Committee and The State Council's Opinions on Strengthening and Improving Urban and Rural Community Governance mentioned that "urban and rural communities are the basic units of social governance. Urban and rural community governance is related to the implementation of the major policies of the Party and of the country, the vital interests of the residents, and the harmony and stability of the urban and rural grassroots "[1]. Scholars at home and abroad are also paying great attention to this. Some of them focus on the formulation of relevant national policies, and draw the route for community governance at the macro level to control overall; some scholars focus on the residents, who acts as the main body of community governance, and their willingness and participation will affect the development of grassroots governance. However, the current degree of residents' autonomy is not high, and the methods and forms of autonomy are not clear, so the work of improving their willingness to participate and providing ways to understand how to participate, how to govern themselves, and how to promote and develop grass-roots governance will be undertaken by the relevant community departments. The report of the 19th National Congress of the Communist Party of China pointed out that we should "give full play to the role of social organizations and realize the benign interaction between government governance, social regulation and residents' self-governance" [[2]]. More and more attention has been paid to the cultivation of community social organizations, and the cultivation and development of community social organizations play a positive role in expanding residents' participation, cultivating community culture and promoting community harmony. In July 2021, the CPC Central Committee and The State Council issued the Opinions on Strengthening the

Modernization of Community-level Governance System and Governance Capacity, which also clearly stated that "the coordinated promotion of township and township (streets) and urban and rural community governance is the basic project to realize the modernization of the national governance system and governance capacity [[3]]."As the grassroots civil affairs work content expanding, increasing business, the lack of quantity, power, as the grassroots civil power of social work institutions, social work station construction is from the perspective of grassroots governance innovation policy setting, it to the modernization of grassroots governance and social work specialization is of great significance [4].

With the rise of social work stations, professional social workers gradually assume the role of transmitters and actors. Their fruitful work not only benefits the people, but also plays a role in promoting the development of social work. Of course, development is difficult to be smooth, the current social work is facing the quantity and quality of social workers to meet the requirements; the social work system and mechanism is not perfect; the social work development environment needs to be optimized; the integration of social service resources need to be strengthened; the social work development imbalance is prominent [5]. As incumbent social workers, the thinking of problems is worth learning and reflecting, so we interpret the prominent problems encountered in work from the perspective of social workers in the social work station. According to the survey and understanding of the community social work station, this paper will focus on the functions of social workers.

2. Performance Status of Social Workers' Functions

2.1. Overview of the Survey Respondents

Since July 2023, I have practiced in FX community, and FX community is a new highland of community governance innovation. In accordance with the trend of reform and the needs of development, the community adheres to the governance concept of "public guidance, diversified Co-governance and residents 'autonomy'", integrates social work into community governance, and realizes the mutual integration of community Co-governance and residents' autonomy. On the social service platform, set up social service center and the village level of social service station the social workers, entrust professional social organization operation, promote the grassroots social work systematization, standardization, brand construction, so the community power of the development of social work and has advanced its problems also has reference value. There are ten residential areas in its jurisdiction, and each residential area is equipped with social work stations, and each social work station is equipped with resident social workers."The social work station adopts the method of "N + social work station + N", in which the former N represents the departments or enterprises, social organizations and other social forces that perform various service functions for the Party and the state; the latter N represents the community or the residents with needs at all levels. The social work station is a fusion of all kinds of social workers, volunteers and social organizations. Therefore, the social work station should be a platform for multi-representative, implementing various social services, leveraging and various links of resources, and cultivating and condensing all kinds of talents and organizations [[6]]. As a bridge and link, the social work station links the government, civil affairs, young women, justice, drug control, education and other departments, enterprises, social organizations and other related resources to the community residents to open up the last kilometer."Therefore, the work content of resident social workers is more extensive, but this does not mean that the work content of social workers has no boundary. During the internship, the author regularly visited various social work stations, followed the supervisor to understand and sort out the difficulties and problems encountered by social workers in their daily work, and focused on the unclear definition of the functions of social workers to carry out investigation and data collection.

2.2. Functional Investigation of Social Workers

Through visits and non-structured interviews with ten social work stations in the jurisdiction, we learned that the social workers in each social work station expressed their willingness to change the complicated work caused by the unclear definition of their responsibilities. The social work stations offer their own opinions on what social workers should and should not do, In terms what the social workers should do, The K Social workers station believes that social workers should focus on community governance, Concise brand project, improves the work chain, Finally, to realize the sustainable operation of community governance projects; The R social work station proposed that social workers should provide various convenience services, Carry out building visits, demand research activities, And incubation of community social organizations; L social worker station social workers proposed that social workers are responsible for the daily management and maintenance of the social work station, Link to social resources, Planning and writing of the activity plan and carrying out the residents' activities; J social work station, social workers to create a characteristic building, Excavate and cultivate the resident backbone, Media publicity of micro public welfare venture capital projects and the main work content. As for what social workers should not do, X social workers should not do things unrelated to their own work, but take the work content of other departments; S social workers station believes that they should not open activities or tasks for other departments in residential areas, and should not paste tasks for activity indicators. According to the feedback of the social work stations and the specific visits, the current situation of social workers in the social workers in the station are as follows: responsible for the management of residents and consuming a lot of time and energy; to write report materials instead of some departments in the residential area; the publicity activities and publicity work assigned by the superior departments, and the relevant departments directly request social workers; to complete the publicity indicators beyond the project indicators, social workers in the social work stations in the residential area are complicated and stressful, unclear responsibilities with other relevant departments in the residential area.

3. The Necessity of Returning to the Function of Social Workers

In the above can be seen in the station of social workers in daily work is not complicated, the author as a social work professional student is also a member of the social work family, deeply a line of social workers define the urgent needs of its function, of course in the development of social work function definition is imminent.

First of all, from the perspective of the professional background of social workers, social workers are guided by the ethics and value of social work, and then carry out their work based on their professional theories and methods. The development of social work as a profession is accompanied by the increasing recognition of the society and the multidimensional improvement of the profession, which not only requires the profession to innovate the theory and methods to keep pace with The Times; the professional skills and the living environment of the society and everyone. "Professional people do professional things", if they blindly pursue universality and ignore the characteristics of the major itself, making it lose its uniqueness and professionalism, it is fatal for a major [7]. The function definition of social workers affects the recognition of social work professionalism and the development of professionalism.

Moreover, the function of social workers should be subject to the setting of the profession itself and the requirements of the society and the industry, otherwise the social work will lose its irreplaceability and occupational attributes. Poor definition of functions will lead to low work efficiency, poor work effectiveness and quality, which is not conducive to professional image and career development. In the social workers themselves will also cause the loss of work confidence, lose work enthusiasm phenomenon. For example, during the visit, I also learned the

reasons for leaving the former social workers, and most of them are heavy work and great pressure, and I often do some work that is not within the professional and professional scope. The unclear definition of functions will damage the working energy of in-service personnel, and also harmful to the development of the profession. Without the accumulation of grassroots practice, how to promote the development of the profession. Social workers in the first line of social work, its work effect are closely related to the professional and professional development, but also people understand the direct power of social work, and the function of social workers place is needed, in order to promote the construction of professional system integrity of social work and the sustainable development of social work.

As an important force of grass-roots social governance, the functions of social work are highly compatible with the needs of grass-roots governance. For social work, social grassroots governance is a platform for display and development, showing the utility and value of social work, and developing the audience and professional ability of social work. The value concept of social work is consistent with the concept of social governance, and its goals are in line with the overall goal of social governance, and its professional methods are also in harmony with the means of social governance. Moreover, social grassroots governance provides opportunities and space for professional social work [8]. Therefore, in the grass-roots social governance, social work should keep the original intention and essence, in order to further develop, not because of doing more and make their work within the scope of functions, which will deviate from the requirements of community grass-roots governance, is a different regret.

4. The Function of Social Workers to Return

4.1. Function of Social Workers

According to FX community visit survey, combined with the situation of the residential social workers, after combing, integration of relatively perfect social workers in grassroots governance function content and rules, specific has the following seven aspects: a, social work station construction social work station construction including social assistance, child welfare, pension services, community governance and other areas, as a whole the work of social work station construction, management and operation. Services include venue operation, delayed service, activities of the young and old, etc. By building characteristic buildings, building autonomous groups is established to guide residents to participate in community governance. IV. Mining, cultivating and cultivating the backbone of residents, and empower them professionally to improve residents' self-help and mutual assistance ability. V. Incubation and cultivate community social organizations, guides residents to participate in community governance, incubate and cultivate all kinds of community social organizations such as life service, public welfare and charity, conflict mediation, changing customs, cultural and sports activities, etc. [9]. Use professional knowledge to provide supervision, support and empowerment for community social organizations to improve their service level. Implementation of micro-projects By assisting community social organizations and special committees in residential areas to apply for collaborative governance fund projects, supporting the development of public welfare projects, and guiding the related work of project application, implementation, project optimization and project evaluation. Seven, branding in the social work station combined with residential characteristics, build their own characteristic service brand, social workers in the brand mining, design, concise, promotion plays an important role, and in the process of service to bright spot, content, inspiring community governance story concise to accumulate community governance case, provide for subsequent work material and experience support. As community social workers, they should also tell good community stories, and publicize the service results of community social work stations through multiple channels

through various platforms, so as to do practical things for the people and gain wider social recognition.

4.2. Functional Dilemma of Social Workers

After clarifying the duties of social workers in social work stations, it is also necessary to summarize the current problems in the current situation of FX community above to determine the direction and focus of rectification.

First, the definition of social work function content is not clear. At present, the work content of social workers in social work stations in residential areas is complex, and there are unclear definitions of work responsibilities with other relevant departments in residential areas. For example, the Women's Federation and the Commission for Discipline Inspection requires the publicity in residential areas, and the responsible departments directly require social workers to complete it from beginning to end, and the activities of some departments even "publicize" through the daily activities carried out by social work. Unequal cooperation, "let the development of social work station into a need for administrative recognition, can work embarrassment, in short, service costs, the trust relationship," these all that social workers are responsible for professional work content is not clear by other departments, or no relevant system to protect it within the scope of their work of professional work.

Secondly, there is an unreasonable situation in the setting of the quantitative index of social worker function. The work effectiveness of social workers in the social work station is judged or rated according to various monthly activity indicators, which will make some residential areas make social workers exceed their monthly activity plan for the indicators, resulting in large quantity but low quality and no activity effect.

Moreover, social workers, as resource links, are often difficult to link to the required resources in the process of undertaking activities or providing services for the service objects [10]. When the activity lacks financial support, social workers need to raise resources by themselves, but "clever women can not make bricks without rice". How to make the resource owners provide resources to achieve "win-win" or "multi-win" results is the pain points and difficulties in the process of their work.

Social workers' sense of social identity and career gain is low, which will make the career pursuit of social workers gradually disappear and the independent subject status in the social work station ". From the beginning of the wait and see of administrative power in the introduction of social work, to the understanding of the familiarity, recognition and need to mutual cooperation, until now the leadership and requirement reflected in the social work station."Of course, the development of social work is carried out under the regulations and guidance of the national government. However, from the perspective of the professional development of social work, professional people can not do professional things, or rarely do professional things, which is undoubtedly a challenge, and professional services have even become a supplement. According to the reflection of some former social workers, the reasons for resignation are mostly due to heavy work and more non-professional work, great pressure and low sense of achievement. A low sense of social identity and professional gain will cause social workers to have job burnout, without thinking about how to improve the work level or muddle along, even inward to produce mental internal friction, outward "paste work, do indicators".

4.3. Some Thoughts on the Functional Orientation of Social Workers

How to get "social workers back in their place"? Should first safeguard social workers their daily work within the scope of professional work functions, and the definition of social workers professional function depends on industry to formulate relevant work content rules, as a

definition basis, as a guide for social workers to work, and through the formation of reasonable rigorous rules and regulations to safeguard the rights and interests of social workers.

Secondly, coordinate the relationship between social work stations in residential areas and various departments, and cooperate to carry out the related work of community governance. Instead of treating social workers as executors of "requirements", giving full play to the role of social workers' think tanks and providing professional opinions and suggestions for community work. The staff of relevant departments in residential areas should be trained to clarify the responsibilities of social workers and the role that social workers should play, so as to reduce the burden of administrative tasks of social workers and put an end to providing any leaders and individuals with work content beyond essential work.

The third is to strengthen the social support network of social workers in social work stations. The social work station is a services platform with resident social workers as the main body of service, ensuring the independence of social workers, respecting the professional dignity and value of social work, and enabling social workers to do professional things and enhance the professional pride of social workers. Social workers have the right and channels to refuse unreasonable demands or work within the scope of nonfunctional, so that social workers take to safeguard|care to safeguard|done to safeguard|are to safeguard|sure to safeguard|more to safeguard|here to safeguard|area to safeguard|war to safeguard|were to safeguard their rights and interests, put more energy on their own work, and can get support. The financing of resources depends on the construction of social support network, which is a very important part in the process of social workers' activities. In the case of tight project funds, it is necessary for social workers to link resources, and the recognition of social workers, or the credibility of social workers, all determine the feasibility and difficulty of resource raising. Therefore, communities and relevant departments should introduce relevant policies and measures to support the development of social work.

Social work, of course, is the best proof of its irreplaceable, so social workers also regularly through professional supervision, business training, go out to learn to improve their professionalism, change the residential staff inherent cognition of social workers, social workers constantly play a more professional role and value.

The function of social work should also be positioned. In addition to the above definition of its function, we should grasp its principles and purposes, because with the development of society, its requirements for social work will also be beneficial. We should firmly grasp the guidance of Party building and base ourselves on the needs of the people, and carry out dynamic adjustment and sustainable development. At the beginning of the professionalization of social work, China has positioned the function of social work as people's livelihood security and social governance, and paid more attention to the governance function of social work. In 2015, the government work report first proposed the development of professional social work in the section of "Strengthening and innovating social governance". In the 2021, social work has changed from "developing professional social work" to "vigorously developing social work", from which we can realize that the central government is paying increasing attention to social work. At present, the establishment of the Social Work Department of the CPC Central Committee includes people's letters and visits, the construction of grassroots political power, and non-public party building in its scope of responsibilities. The function of social work and social governance has been clear, which provides guidance for regulating the development of its function. On the basis of grasping the principles, social workers do things within the scope of their major, which can not only improve the work effectiveness but also promote the development of their major and career. For the social workers themselves, it is both a challenge and a protection. The challenge is to demand their professionalism, to progress to meet the professional needs of society. Protection is reflected in professional people doing professional things, who does not lose their

professional ability to do non-professional things, and improve their sense of self-identity and professional belonging.

5. Conclusion

Based on the background of social work deeply engaging in grassroots governance, this article explores the functions of social workers participating and assisting in grassroots social governance from the perspective of social workers, as well as the current difficulties they are facing. Through a four-month investigation using participatory observation and semi-structured interviews, the functions of social workers in community governance have been identified. Based on the current work status of social workers, it has been found that there are urgent problems to be addressed in their participation in community governance, such as unclear definition of function content, unreasonable quantitative indicators for job quantification, which weakens the professional nature of social work and impedes the development of effective forces for promoting community self-governance. This reflects the necessity and urgency of returning to their original positions. Therefore, this article also raises some thoughts on how to return to their original positions. Under the principle of firmly grasping the leading role of Party building and starting from the needs of the people, it is hoped that work details can be formulated, cooperative relationships can be clarified, support networks can be optimized, and professional abilities can be improved to facilitate the return of social workers' functions.

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