COMBINED REFERENCE LIST


268


Children’s Act 38 of 2005 see South Africa.


Constitution see South Africa.


Department of Labour see South Africa. Department of Labour.


doi: 10.1080/0261547032000175728

doi: 10.1080/02650533.2011.626644

doi: 10.1080/02615479.2011.590931


doi: 10.1046/j.1365-2648.1995.22020226.x


doi: 10.1093/bjsw/31.4.547


doi: 10.1080/02615470903027363


290

*South African Institute of Race Relations.* Retrieved from


http://www.tandfonline.com/doi/pdf/10.1080/02615470120089843a doi: 10.1080/02615470120089843a


294


doi: 10.1080/14623940120071343


APPENDIX 1

PROGRAMME OF SUPERVISION TRAINING FOR
SOCIAL WORKER SUPERVISORS FROM THE VAAL TRIANGLE

INFORMATION SESSION
PROGRAMME - 14 JUNE 2013:

10:00 - 10:40
Contracts
Casework & Expectations Regarding Supervision
Dr. J.T.D. Steytler (Subject Head, Social Work and Internship Lecturer)

10:40 - 11:00
Tea and Refreshments
Building 11B - G10

11:10 - 11:45
Community Work & SASPER
Dr. A. Fouche

11:45 - 12:00
Group Work
Mrs. Y. Steyn

12:10 - 12:50
Administration & Report Writing
Ms. E. Truter

12:50 - 13:00
Questions & Closure
Dr. A. Fouche
APPENDIX 2  SUMMARY OF STUDIES SELECTED FOR THE QUALITATIVE RESEARCH SYNTHESIS
<table>
<thead>
<tr>
<th>Surname of author and/or identity of media source (surname of journalist, name of newspaper/channel, or name of person interviewed in media event)</th>
<th>Date of publication</th>
<th>Nature</th>
<th>Title</th>
<th>Research design</th>
<th>Sample (number of participants, nationality, type of social work)</th>
<th>Designated /non-designated/unspecified</th>
<th>Emerging findings pertaining to risks in social work</th>
<th>Emerging findings pertaining to resilience in social workers</th>
</tr>
</thead>
</table>
| Amrani-Cohen | 1998 | Empirical research study | Resilience among social workers: a cross cultural study of Americans and Israelis | Quantitative survey – correlational design | 1100; United States of America (USA) and Israel; social workers (child and family, substance abuse, mental health, health care, aging services, private practice, education, other) | Designated and non-designated/unspecified | N/a | • Social support  
• Problem-solving skills  
• Sense of professional purpose or mission  
• Recognition of talent or skill  
• Self-efficacy  
• Emotional support from co-workers  
• Extended years on the job  
• Higher levels of job independence |

- A self-developed four-item scale measuring psychological strength  
- A self-developed five-item scale measuring personal accomplishment  
- A self-developed single-item scale measuring emotional strength: “I feel burned out from my work.”  
- Job satisfaction
measured by a single question about how satisfied the individual is with his/her work. Intent to leave job was measured asking a self-developed single question about social workers’ plans to remain in current job.

- **Workload** (Caplan & Jones, 1975). Questionnaire/scale name unlisted.
- **The 1977 quality of employment** (Quinn & Stain, 1987)
- **Job challenge scale** (Jayaratne & Chess, 1984). Scale name unlisted.
- **Financial reward scale** (Quinn & Shepard, 1974; Bargal & Guterman, 1997). Scale name unlisted.
- **Job mastery** (Pearlin & Schooler, 1978; Bargal & Guterman, 1997).
- Promotional opportunities (Bargal & Guterman, 1997).
- Job autonomy measured by a four-item scale regarding the extent to which the social worker is able to make decisions regarding how his/her job should be done. Scale name unlisted.
- Emotional support by co-workers and supervisors (Caplan et al., 1975). Scale name unlisted.

<table>
<thead>
<tr>
<th>Source</th>
<th>Year</th>
<th>Type</th>
<th>Issue</th>
<th>Unspecified</th>
<th>Social worker shortages</th>
<th>Excessive workload</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baldauf – Christian Science Monitor Online</td>
<td>2007</td>
<td>Media report</td>
<td>Social workers in short supply in South Africa</td>
<td>N/a</td>
<td>N/a</td>
<td>Unspecified</td>
</tr>
<tr>
<td>BBC News – BuaNews: SouthAfrica.Info</td>
<td>2009</td>
<td>Media report</td>
<td>Social worker shortage “a crisis”</td>
<td>N/a</td>
<td>N/a</td>
<td>Unspecified</td>
</tr>
<tr>
<td>Benjamin – BuaNews</td>
<td>2007</td>
<td>Media report</td>
<td>Bursaries for SA’s social workers</td>
<td>N/a</td>
<td>N/a</td>
<td>Unspecified</td>
</tr>
<tr>
<td>Author(s)</td>
<td>Year</td>
<td>Study Type</td>
<td>Research Question</td>
<td>Methodology</td>
<td>Measures Used</td>
<td>Designation and Non-designation</td>
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<tr>
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</tr>
<tr>
<td>Bennett, Evans &amp; Tattersall</td>
<td>1993</td>
<td>Empirical study</td>
<td>Stress and coping in social workers: a preliminary investigation</td>
<td>Quantitative</td>
<td>Occupational stress indicator (Cooper et al., 1988). Scale name unlisted.</td>
<td>Designated and non-designated</td>
</tr>
<tr>
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<td>Derogatis stress profile (Derogatis, 1987). Scale name unlisted.</td>
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<td></td>
<td></td>
<td>78; Wales; social workers (child care, mental health care, elderly care, physically handicapped)</td>
<td></td>
</tr>
<tr>
<td>Bhana &amp; Haffejee</td>
<td>1996</td>
<td>Empirical study</td>
<td>Relation among measures of burnout, job satisfaction, and role dynamics for a sample of South African child-care social workers</td>
<td>Quantitative</td>
<td>Maslach and Jackson’s burnout inventory</td>
<td>Designated</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Minnesota satisfaction questionnaire (Weiss, Dawis, England &amp; Lofquist, 1965)</td>
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<td></td>
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<td></td>
<td>Scales to measure role conflict and role ambiguity (Rizzo, House &amp; Litzman, 1970). Scale names unlisted.</td>
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<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>29; South Africa; child-care social workers</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>282; USA; social workers (mental health, health care, child welfare, school, developmental disabilities)</td>
<td></td>
</tr>
<tr>
<td>Author(s)</td>
<td>Year</td>
<td>Study Type</td>
<td>Description</td>
<td>Sample Characteristics</td>
<td>Findings</td>
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</tbody>
</table>
| Byrne                        | 2006 | Empirical research study | Strengths-based service planning as a resilience factor in child protective social workers | Mixed methods: Strategy of inquiry not specified. Questionnaires:  
- Subscale on family strengths-based training and experience (Green, McAllister & Tarte, 2004; Petr & Allen, 1997). Scale name unlisted.  
- The professional quality of life: compassion, satisfaction, and fatigue subscales (ProQOL-CFS-R-III) (Stamm, 2002).  
- The resilience scale (RS) (Wagnild & Young, 1993).  
- One open-ended qualitative question: “What do you believe has the greatest influence on how you relate to the families with whom you work?” | Designated  
- Excessive caseload  
- Compassion fatigue  
- Educational background that informed self-efficacy  
- Living with families  
- Higher education degrees  
- Humour  
- Satisfaction with any small changes  
- Faith and beliefs  
- Culture  
- Overcoming own trauma and loss  
- Loss of loved ones  
- Valuing life  
- Supervisory and peer support  
- Friends, family, and support systems  
- The resilience of clients |
| Carson, King & Papataianou    | 2011 | Literature review | Resilience among social workers: the role of informal learning in informal learning, resilience, and retention of social workers | A review of studies between 1993 and 2010 reporting on informal learning, resilience, and retention of social workers | N/a  
- Supportive supervision  
- Tacit knowledge about work processes and professional/group norms |
<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Year</th>
<th>Study Type</th>
<th>Research Focus</th>
<th>Sample Information</th>
<th>Designation</th>
<th>Identified Factors</th>
</tr>
</thead>
</table>
| Child Welfare South Africa (CWSA) | 2009 | Media statement by non-governmental welfare organisation | Response to media reports on the performance of Child Welfare Vereeniging and the conduct of their social workers | N/A | Designated | • Excessive workload  
• Social worker shortages |
| Coffey, Dugdill & Tattersall | 2004 | Empirical research study | Stress in social services: mental well-being, constraints and job satisfaction | Mixed methods | 3 771; England; social workers (working with children, adults, or adults with special needs, and support services to the directorate) | • Excessive workload  
• High levels of stress among social workers |
| Collings & Murray | 1996 | Empirical research study | Predictors of stress amongst social workers: an empirical study | Quantitative | 243; England; social workers (no specified field identified) | • Excessive workload  
• Inadequate support for social workers |
<p>| Conrad &amp; Kellar-Guenther | 2006 | Empirical research study | Compassion fatigue, burnout, and compassion | Quantitative | 363; USA; social workers (child protection case workers and supervisors) | • The risk of secondary traumatic stress (STS) and compassion fatigue |</p>
<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Year</th>
<th>Study Type</th>
<th>Title</th>
<th>Methodology</th>
<th>Sample Size</th>
<th>Designation</th>
<th>Keywords</th>
</tr>
</thead>
</table>
| Cornille & Meyers | 1999  | Empirical research study | Secondary traumatic stress among child protective service workers: prevalence, severity and predictive factors | Quantitative Survey                  | 205; USA; social workers (child protection service workers) | Designated  | - The risk of secondary traumatic stress (STS) and compassion fatigue among social workers  
|                 |       |                          |                                                                      |                                      |             |             | - Exposure to violence and aggression                                   |
| Department of Labour, Te Tari Mahi | 2005  | Grey literature          | Social worker: occupational skill shortage assessment               | N/a                                  | Unspecified |             | - Social worker shortages N/a                                            |
| Domino          | 2008  | Empirical research study | The continuous cycle: burnout and personal and organization coping methods among children’s social workers | Quantitative Exploratory survey and Self-administered survey (Potter, 1998). Scale name unlisted. | 33; USA; social workers (children’s social workers) | Designated  | - The presence and risk of burnout among social workers                 |
| Gibbs           | 2001  | Empirical research study | Maintaining front-line workers in child protection: a case for refocusing supervision | Qualitative Comprehensive and focused interviews | 22; Australia; social workers (child protection workers) | Designated  | - Exposure to violence N/a                                              
|                 |       |                          |                                                                      |                                      |             | - Inadequate support for social workers                               
<p>|                 |       |                          |                                                                      |                                      |             | - Social worker shortages                                               |</p>
<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Year</th>
<th>Study Type</th>
<th>Title</th>
<th>Sample/Location</th>
<th>Designated Status</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goddard &amp; Hunt</td>
<td>2011</td>
<td>Paper/review</td>
<td>The complexities of caring for child protection workers: the contexts of practice and supervision</td>
<td>Child protection social workers; Australia</td>
<td>Designated</td>
<td>Exposure to violence and aggression</td>
</tr>
<tr>
<td>Green, Gregory &amp; Mason</td>
<td>2003</td>
<td>Empirical research study</td>
<td>It's no picnic: personal and family safety for rural social workers</td>
<td>Mixed methods; Strategy of enquiry not specified; Exposed to violence and aggression</td>
<td>Designated and non-designated</td>
<td>Exposure to violence; Inadequate support for social workers</td>
</tr>
<tr>
<td>Hweshe – SouthAfrica.Info</td>
<td>2011</td>
<td>Media report</td>
<td>Bursaries for aspirant social workers</td>
<td>N/a</td>
<td>Unspecified</td>
<td>Social worker shortages</td>
</tr>
<tr>
<td>Jones</td>
<td>2001</td>
<td>Empirical research study</td>
<td>Voices from the front line: state social workers and new labour</td>
<td>Qualitative; Strategy of enquiry not specified; Experiencing high levels of stress</td>
<td>Designated</td>
<td>High levels of stress among social workers; Excessive workload; Inadequate support for social workers</td>
</tr>
<tr>
<td>Kasiram</td>
<td>2009</td>
<td>Literature review</td>
<td>The emigration of South African social workers</td>
<td>N/a</td>
<td>Unspecified</td>
<td>Social worker shortages; Excessive workload</td>
</tr>
<tr>
<td>Author</td>
<td>Year</td>
<td>Study Type</td>
<td>Methodology</td>
<td>Sample Size</td>
<td>Designation</td>
<td>Findings</td>
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<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Kearns &amp; McArdle</td>
<td>2012</td>
<td>Empirical research study</td>
<td>Qualitative Narrative enquiry</td>
<td>3; UK; newly qualified designated social workers</td>
<td>N/a</td>
<td>Supportive managers, Self-efficacy, Reframing challenges and constraints, Recognition of social work as a collaborative task: social worker not solely responsible for clients, Access to continuous professional development, Developing the capacity to be resourceful, Professional autonomy</td>
</tr>
<tr>
<td>Kim, Ji &amp; Kao</td>
<td>2011</td>
<td>Empirical research study</td>
<td>Quantitative Survey</td>
<td>406; USA; social workers (clinical social workers)</td>
<td>Non-designated</td>
<td>The presence and risk of burnout among social workers</td>
</tr>
<tr>
<td>Law – Wales Online</td>
<td>2011</td>
<td>Media report</td>
<td>Questionnaire</td>
<td>N/a</td>
<td>N/a</td>
<td>High levels of stress among social workers</td>
</tr>
<tr>
<td>Source</td>
<td>Year</td>
<td>Methodology</td>
<td>Research Overview</td>
<td>Findings</td>
<td>Designation</td>
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</tr>
<tr>
<td>Liptak – Statement by the Inkatha Freedom Party</td>
<td>2010</td>
<td>Media statement</td>
<td>KZN’s 724 social workers not enough to implement Children’s Act</td>
<td>N/a</td>
<td>N/a</td>
<td>Unspecified</td>
</tr>
<tr>
<td>Littlechild</td>
<td>2003</td>
<td>Empirical research study</td>
<td>Working with aggressive and violent parents in child protection social work</td>
<td>Review of former empirical findings (2002) reporting on violence and aggression posed against child protection workers, the nature of related risks, and social workers’ perceptions on managerial support on these risks</td>
<td>Designated</td>
<td>20; United Kingdom (UK); social workers (child protection managers and social workers)</td>
</tr>
<tr>
<td>Lloyd, King &amp; Chenoweth</td>
<td>2002</td>
<td>Literature review</td>
<td>Social work, stress and burnout: a review</td>
<td>Literature review to determine whether social workers experience more stress than other health-care professionals and also to establish what contributes to the burnout and stress of social workers</td>
<td>Designated and non-designated</td>
<td>N/a</td>
</tr>
</tbody>
</table>

- Excessive workload
- Social worker shortages
- Excessive workload
- Staff shortage
- Exposure to violence
- Inadequate support for social workers
- The presence and risk of burnout among social workers
- Social worker shortages
- High levels of stress among social workers
- Inadequate support for social workers
<table>
<thead>
<tr>
<th>Author</th>
<th>Year</th>
<th>Type</th>
<th>Title</th>
<th>Methodology</th>
<th>Risk Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lonne</td>
<td>2008</td>
<td>Media report</td>
<td>Child protection social work in Australia faces a crisis</td>
<td>N/a</td>
<td>Designated</td>
</tr>
<tr>
<td>Maposa</td>
<td>2006</td>
<td>Media report</td>
<td>Social worker shortage puts children at risk</td>
<td>N/a</td>
<td>Unspecified</td>
</tr>
<tr>
<td>Morris</td>
<td>2005</td>
<td>Literature review</td>
<td>The process of decision-making by stressed social workers: to stay or leave the workplace</td>
<td>A paper that discusses the stress in social work and the impact of this stress on the decision-making process of social workers, looking at studies from 1928 to 2005</td>
<td>Unspecified</td>
</tr>
<tr>
<td>NASW (National Association of Social Work) – Panel hosted by Congressman Towns</td>
<td>2010</td>
<td>Media report</td>
<td>Capitol Hill briefing to explore growing social worker shortage. Congressional Social Work Caucus</td>
<td>N/a</td>
<td>Unspecified</td>
</tr>
<tr>
<td>Perstling</td>
<td>2011</td>
<td>Empirical research study</td>
<td>Secondary traumatic stress and well-being of social workers in Namibia</td>
<td>Quantitative Descriptive, cross-sectional survey</td>
<td>The risk of secondary traumatic stress (STS) and compassion fatigue among social workers</td>
</tr>
<tr>
<td>Regehr, Hemsworth, Leslie, Howe &amp; Chau 2004</td>
<td>Empirical research study</td>
<td>Predictors of post-traumatic distress in child welfare workers: a linear structural equation model</td>
<td>Quantitative Survey</td>
<td>156; Canada; social workers (front-line social workers for children and families and other staff such as management)</td>
<td></td>
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</tbody>
</table>
| | | | | ^• Excessive workload  
^• The risk of secondary traumatic stress (STS) and compassion fatigue among social workers |
| Siebert 2004 | Empirical research study | Depression in North Carolina social workers: implications for practice and research | Quantitative Cross-sectional anonymous survey | 751; USA; social workers (no specified field identified) |
| | | | | ^• Prevalence of depression and implications for social work practice |
|-------------------------------|-------------------------------------------------------------------------------------------------|-----|-----|

**Epidemiologic Studies – Depression scale (Radloff, 1977)**

- **Social worker shortages**

**Stanley, Manthorpe & White 2007**

**Empirical research study**

Depression in the profession: social workers' experiences and perception

- Qualitative
- Strategy of enquiry not specified
- Telephonic interviews

- 500; UK; social workers
- Unspecified

- **Excessive workload**
- **Prevalence of depression and implications for social work practice**

**Steed & Bicknell 2001**

**Empirical research study**

Trauma and the therapist: the experience of therapists working with the perpetrators of sexual abuse

- Quantitative
- Strategy of enquiry not specified
- Compassion satisfaction/fatigue self-test for helpers (Stamm 1995-1998, adapted with permission from Figley, 1995)
- Impact of events scale – revised (Weiss & Marmar, 1995)

- 67; Australia; therapists
- Non-designated
- (psychologists, social workers, and other unspecified professionals)

- **The risk of secondary traumatic stress (STS) and compassion fatigue among social workers**

- N/a
<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Year</th>
<th>Study Type</th>
<th>Title</th>
<th>Research Design</th>
<th>Sample Size</th>
<th>Sample Description</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stevens &amp; Higgins</td>
<td>2002</td>
<td>Empirical research</td>
<td>The influence of risk and protective factors on burnout experienced by those who work with maltreated children</td>
<td>Quantitative</td>
<td>44</td>
<td>Australia; social workers (child and family counsellors, welfare/case workers, child protection, foster support, and residential workers)</td>
<td>- The presence and risk of burnout among social workers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>study</td>
<td></td>
<td>Strategy of enquiry not specified</td>
<td></td>
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<tr>
<td></td>
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<td></td>
<td>- The family adaptability and cohesion evaluation scales (Olsen et al., 1982)</td>
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<td></td>
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<td></td>
<td>- The comprehensive child maltreatment scales for adults (Higgins &amp; McCabe, 2001)</td>
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<td></td>
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<td></td>
<td>- The trauma symptom checklist – 40 (Briere &amp; Runtz, 1989)</td>
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</tr>
</tbody>
</table>
| Storey & Billingham | 2001 | Empirical research  | Occupational stress and social work                                  | Quantitative    | 34          | Wales; social workers (children and families) | - High levels of stress among social workers  
- Excessive workload  
- Inadequate support for social workers  
- Exposure to violence and aggression |
|                     |      | study               |                                                                      | Strategy of enquiry not specified                               |             |                     |                                                                                             |
|                     |      |                     |                                                                      | Questionnaire name not listed                                   |             |                     |                                                                                             |
| Tham                | 2006 | Empirical research  | Why are they leaving? Factors affecting intention to leave among social workers in child welfare | Quantitative    | 309         | Sweden; social workers (child welfare social workers) | - Excessive workload  
- Exposure to violence and aggression |
<p>|                     |      | study               |                                                                      | Survey           |             |                     |                                                                                             |
|                     |      |                     |                                                                      | - Nordic questionnaire for psychological and social factors at work (Dallner et al., 2000) |             |                     |                                                                                             |</p>
<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Year</th>
<th>Type of Study</th>
<th>Title</th>
<th>Strategy of Enquiry Specified</th>
<th>Field identification</th>
<th>Description</th>
<th>Response Categories</th>
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<tbody>
<tr>
<td>Viljoen – NGO Pulse</td>
<td>2009</td>
<td>Media report</td>
<td>NGO’s fight to “hang on” to good staff</td>
<td>N/a</td>
<td>N/a</td>
<td>Unspecified</td>
<td>• Staff shortage</td>
</tr>
<tr>
<td>Yurur &amp; Sarikaya</td>
<td>2012</td>
<td>Empirical research study</td>
<td>The effects of workload, role ambiguity, and social support on burnout among social workers in Turkey</td>
<td>Quantitative</td>
<td>222; Turkey; social workers (no specified field identified)</td>
<td>Unspecified</td>
<td>• The presence and risk of burnout among social workers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Strategy of enquiry not specified</td>
<td></td>
<td></td>
<td>• Excessive workload</td>
</tr>
</tbody>
</table>

- **Maslach burnout inventory (Ergin, 1993)**
- **Self-developed global question: “Do you think your workload is (1) too light, (2) manageable, (3) too heavy?”** Respondents were asked to choose from one of the three response categories (Cole, Panchanadeswaraan & Daining, 2004).
- **Rizzo, House & Litzman’s role ambiguity scale (1970)**
- **Eight-item scale (Peeters, Buunk & Schaufeli, 1995). Scale name not listed.**
APPENDIX 3   ADVISORY PANEL (AP) PROGRAMME

ADVISORY PANEL MEETING
12 OCTOBER 2011

"Indicators of resilience in South African designated social workers: Professional perspectives"
As part of a PhD (Social Work) by Elmiën Truter
Room G21, Building 7

PROGRAMME

08:30-09:00: Coffee and tea
              Sign attendance register
              Sign consent form

09:00-09:15: Welcoming/Opening
              Introduce assistants and facilitator
              Advisory panel members introduced

09:15-09:25: Aim of research study
              Aim of advisory panel meeting
              Important role of advisory panel members

09:25-09:50: Divide into groups of two and discuss indicators of resilience in South African designated social workers. Provide example for each indicator. (Posters will also be provided)

09:50-10:30: Presentation by each group

10:30-11:00: Consensus on a final list of indicators of resilience in South African designated social workers.

11:00-11:15: Final arrangements for follow-up and information pertaining to identification of prospective participants. Conclusion of meeting.

11:15-12:00: Write and submit narratives (See “narrative” notes in file).

*Advisory panel members may leave once they have submitted their narrative*

Thank you for your valuable time!

Elmiën Truter: Email: mientjie101@gmail.com Mobile: 072 9029 623
APPENDIX 4   PROTOCOL FOR IDENTIFYING PROSPECTIVE PARTICIPANTS

Each (Advisory panel) AP member is invited to identify at least two prospective participants and provide relevant contact detail of those prospective participants (who agree to participate), to the researcher. The following protocol is to be followed when identifying prospective participants for this study. The researcher would appreciate feedback no later than 11 November 2011. Thank you very much for your time and effort.

1. Identify a prospective participant who complies with at least one indicator per category (Please find relevant criteria attached).

2. Make contact with prospective participant and inform him/her of relevant study and purpose of study (using attached document describing the purpose of the study).

3. Request prospective participant to participate in study by being interviewed by the researcher during
the month of November 2011, should this suit the participant.

4. Provide prospective participant with informed consent form, future contact page and participant information letter (find attached).

5. Should the prospective participant agree to participate, request his/her permission to provide the researcher with his/her telephonic and email contact details.

6. Once permission has been provided to the AP member, the AP member is to provide such contact details and signed informed consent form to the researcher.

7. Inform the prospective participant that the researcher will contact him/her as soon as possible.

8. Should the prospective participant decline to participate, accept and identify another prospective participant.

9. Repeat process to identify a second participant.

Please do not hesitate to contact me in case of any inquiries.

Kind regards,

Elmien Truter
Email: mientjie101@gmail.com
Mobile: 072 902 9623
INFORMED CONSENT FORM ADVISORY PANEL MEETING

1. Name of researcher: Elmien Truter

2. Title of research project: South African social workers at risk: Exploring pathways to their resilience.

3. Purpose of research: To explore what the process of resilience in resilient South African designated social workers entail.

4. Date and duration of meeting: 12 October 2011; 3 hours

5. Venue:
Room G21, Building 7 Vaal Triangle Campus, North West University, Vanderbijlpark, Gauteng

6. Procedures:
The advisory panel member will be invited to participate in a group discussion with other experts in the field of social work and resilience; establish indicators of resilience in South African social workers and also write a narrative about a resilient social worker. This information will be audio recorded and then documented in the PhD dissertation of the researcher. Once formal criteria of a
resilient South African social worker have been formulated by the researcher, the advisory panel member will be contacted to determine whether he or she agrees with the final product. The advisory panel member will then be requested to identify to prospective participants who comply with the relevant criteria. Should prospective participants agree to participate and sign the relevant consent forms, the researcher will contact them telephonically to arrange a date, time and place for the interview to take place.

7. Possible risks:
No potential risks are predicted that may befall the advisory panel member.

8. Benefits:
There will be no form of compensation for the advisory panel member. The advisory panel member will have the opportunity to participate in a process that has never before taken place in South Africa: the process of discussing and agreeing on indicators of resilience in a resilient South African social worker.

9. Voluntary participation:
Participation in this advisory panel meeting is voluntary. Under no circumstances is anyone forced or expected to participate in this process. A panel member may withdraw or excuse him or herself from the proceedings at any time.

10. Confidentiality:
Written narratives will be invited from each advisory panel member during the AP meeting; these written narratives may remain anonymous. Content of the meeting will be audio taped yet the identity of AP members will not be documented in the manuscript of the PhD dissertation. Any information that may be shared by an advisory panel member, which relates to a colleague, will remain confidential.
11. Dissemination of information:

Information gathered during this meeting will be documented in the PhD dissertation. The manuscript(s) may be published in a journal and information may be provided to social welfare organizations.

12. Permission for identification for a follow up discussion

Once the AP meeting has been concluded, the researcher will formulate formal criteria based on outcomes of the AP meeting. These criteria will then be provided to each AP member via email so as to provide the AP member with an opportunity to give feedback on these formal criteria.

13. Identification of resilient South African designated social workers

Once the formal criteria has been concluded and the advisory panel member has provided his or her feedback regarding this, each advisory panel member will be requested to follow the protocol (as provided by the researcher) and identify at least two prospective participants (resilient South African designated social workers) to be interviewed by the researcher.

INFORMED CONSENT:

I ........................................................... acknowledge and agree to the audio recording of this meeting and the documentation of the discussion in a PhD dissertation. I ........................................... have read and understand the nature of my participation in this research project and agree to the following:

To participate in the advisory panel meeting on 12 October 2011 as a part of this research study.
To be identified and invited to participate in a follow-up discussion.

To identify prospective participants who comply with the criteria which will be provided to me by the researcher. I also agree to follow the protocol (that will be provided to me) when identifying a prospective participant.

Signature_______________________________
Date__________________________

Researcher______________________________
Date__________________________

CONTACT DETAILS OF RESEARCHER AND SUPERVISOR:

Researcher            Supervisor
Name: Miss. E. Truter     Name: Dr A. Fouché
Email: mientjie101@gmail.com     Email: Ansie.Fouche@nwu.ac.za
Mobile: 072 902 9623     Mobile: 083 777 3511
Telephone: 016 932 3910   Telephone: 016 910 3428
Interview Schedule

1. Rapport building
   - Greet participant and introduce yourself.
   - Confirm identifying details of participant.
   - Confirm that participant is a designated social worker, in other word, does child protection / statutory work.
   - Ask him/her how she is and whether she found the place easily.
   - Is she/he comfortable – need the bathroom or some water?
   - Explain tape recorder - purpose.
   - Ask if she/he will be comfortable with me taking notes and recording.
   - Explain that identifying details remains anonymous and confidential.
   - Ask if they have already read and signed the informed consent forms.
   - Answer any queries regarding the informed consent or ethics aspect
   - Collect signed informed consent forms

2. Purpose of interview and purpose of research
   - Determine understanding of participant regarding the purpose of interview:
     - “Would you please tell me why you think I am interviewing you today?”
   - Explain shortly the purpose of interview and purpose of research

3. Two basic questions
   - Explain that two basic questions will be asked:
     - What makes your work as a designated social worker difficult/challenging, what are some of the risks that poses a threat to your positive development/ adaptation?
     - What is it that you do, or what is it in your life, that enables you to adapt well, regardless of these adverse conditions... these challenges?
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<tr>
<th>PROTECTIVE PROCESS</th>
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<td>Attachment relationship</td>
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PROTECTIVE PROCESSES

If you cannot identify the following protective processes during the interview, the following probing questions may be asked:

4. Protective processes that must be covered / discussed

4.1 Attachment relationships

Description:

- A close, positive/safe relationship with someone/group/ animal.

Probing questions:

- “Is there anyone/ group/ particular in your life with whom you have a very close relationship...that is supportive?” / Or, who do you turn to when things get too much at work?

- “Could you tell me about this person/group and the relationship?”

- “How does he or she or they support you?”

- “Could you please give me an example of an incident when they supported you and how it helped you to cope well during the difficult/challenging time?”

4.2 Agency and the mastery motivation system

Description:

- “Humans are motivated to adapt to their environment and experience pleasure when they are successful”.

- “I did this” = perceived agency. Efficacy

- “If you have a more positive view of your own effectiveness you exert more effort to succeed; then also more motivated to persist in the face of difficulty”
Probing questions:

- “Could you tell me about the success that you achieved as a designated social worker?

- Could you provide me with an example in your work that demonstrates your competencies and talents?

- “Has this ability/competency/talent in any way help you during difficult times at work?”

- “How did it help you cope well– could you please give me an example?”

4.3 Intelligence

Description:

- “Good problem solving skills predict good adaptation in the face of adversity… learning through experience”.

Probing questions:

- “Could you please tell me of a time when you experienced problems or challenges at work and you solved the problem?”

- “Have you experienced that problem more than once?”

- “Did you solve it the same way every time or did you solve it in a different way? If so why?”

- “Did your problem solving skills improve over time? If so, how did it improve? And how has this helped you to cope well with the stress at work?”
4.4 Self-regulation

Description:

- To control your own emotions and behaviour. Ex: Inhibiting a dominant response in favour of a more adaptive response.

Probing questions:

- “Could you give me an example of a time at work when you almost lost control of your emotions / behaviour?... what happened?”

- “How did you respond and why did you not say or behave the way you felt?”

4.5 Making meaning

Description:

- “Faith and hope. Optimism that life will get better, belief in after life’ that whatever happens- it somehow has meaning. Constructing benefits to self from having learned to cope with adversity.”

Probing questions:

- “Do you believe that there is meaning in your challenges / adversity?” .... Please explain.....

- “What makes you believe that life will get better?”

- “What makes you believe that your work has meaning?”

- “How have you benefited from these adversities that you have told me about?”
4.6 Cultural traditions and religion

**Description:**

- “Beliefs, rituals, practices that helps people deal with adversities”. God = attachment. Church/whatever religious/spiritual group/community or gathering = social support”.

**Probing questions:**

- “Do you belong to any church / spiritual / religious group?” If so, which group/religion?
- “Do they provide support when things at work are severely challenging?”
- “How do they support you? Or how does your participation in related activities help you cope better?”
- “Could you please provide an example?”

5. **Narrative/drawing**

- Ask participant whether she/he would like to draw (a picture that symbolizes her/his resilience) or write a story (about a resilient designated social worker (or her/himself) who works in adverse working conditions yet adapts positively).
- If participant draws, clarify what each aspect of picture represents/ symbolizes.
- Thank participant for activity.

6. **Conclusion**

- Thank him/her for his/her time and information.
- Ask if he/she can think of two designated social workers who are like (resilient) her/him, in terms of adapting positively in the face of adversity at work?
- Show list of indicators of a resilient designated social workers- Ask if he/she would like a copy of indicators.
• Request that she/he contact these designated social workers, provide them with consent forms and ask if they would be willing to participate in this research. Provide information on how prospective participant should be approached and the process to be followed.

• Before terminating interview, ask participant if there is anything that she/he would like to ask.
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<th>Descriptive notes</th>
<th>Reflective notes</th>
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PARTICIPANT INFORMATION

Dear participant,

I would like to take this opportunity to provide you with more information regarding this research study which you are about to partake in.

The research:

I am doing research on resilience in South African social workers. No prior research has been conducted to determine what processes are involved in the lives of resilient social workers. Resilience is the ability to adapt positively in the face of adversity or threat. I will interview you on a date, time, and, place that is most convenient for you. During this interview you will be asked certain questions related to your own resilience. You will be asked to answer the questions as truthfully as possible. The interview will only last approximately 90 minutes and the interview will be audio recorded. After the interview I will also ask you to write a short narrative about
your own resilience, which you may write in your personal time. I will collect this from you at a later stage.

Once the data has been analysed, I will contact you telephonically to provide you with a summary of my findings so that you may provide feedback on this. At this point I may also request you to identify another resilient South African designated social worker employed by a child protection organization or the Department of Social Development in the Gauteng province.

**Confidentiality and anonymity:**

I am unable to guarantee your anonymity as people may be aware of the fact that you will participate in this study. I can, however, guarantee that the information you provide me with will remain anonymous in that your identity will not be associated with the information that you give me. The information gathered during this interview will be analysed and documented in the PhD dissertation, yet your identifying details will not be disclosed. The narratives will also be analysed and findings will also be documented in the PhD dissertation. Your identification will not, however, be disclosed. Information that you will disclose during this interview, will under no circumstances be shared with the person who recommended you for this study. I would like to thank you in advance for your willingness to participate in this study.

Kind regards,

Elmien Truter
Contact details of researcher and supervisor(s):

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<tr>
<th><strong>Researcher</strong></th>
<th><strong>Promoter</strong></th>
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<tr>
<td>Name: Miss. E. Truter</td>
<td>Name: Dr. A. Fouché</td>
</tr>
<tr>
<td>Email: <a href="mailto:mientjie101@gmail.com">mientjie101@gmail.com</a></td>
<td>Email: <a href="mailto:Ansie.Fouche@nwu.ac.za">Ansie.Fouche@nwu.ac.za</a></td>
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**Co-promoter**

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<tr>
<th>Name: Prof. L. Theron</th>
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<tr>
<td>Email: <a href="mailto:Linda.Theron@nwu.ac.za">Linda.Theron@nwu.ac.za</a></td>
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<tr>
<td>Mobile: 082 831 1728</td>
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<td>Telephone: 016 910 3076</td>
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APPENDIX 8  INFORMED CONSENT FORMS FOR RESILIENT SOUTH AFRICAN DSWS

INFORMED CONSENT FORM

1. Name of researcher: Elmien Truter

2. Title of research project: South African social workers at risk: Exploring pathways to their resilience.

3. Purpose of research: To explore what the process of resilience in resilient South African designated social workers entail.

4. Duration of interview: 90 minutes

5. Procedures:

This study is designed to explore the process of resilience in resilient South African designated social workers employed by government or non-government child protection organizations in Gauteng. Elmien Truter, a full time PhD (social work) student, in at the North West University,
Vaal Triangle campus, is conducting this study to determine what processes and protective factors are present in the lives of resilient South African designated social workers. By determining this information, strategies may be developed with the aim of enhancing resilience in other social workers. Resilient social workers may adapt better in the face of adverse work conditions and deliver high quality services. No prior studies have been conducted to identify sources and/or processes of resilience in South African social workers.

Participation in this study will involve: Firstly an advisory panel consisting of two experts in resilience, and six experienced and competent social workers who are either in a senior vacancy in the child protection sector or in a position of doing designated social work. This panel will meet and the meeting will be facilitated by the researcher; the aim of this meeting will be to discuss and determine the indicators of resilience in South African designated social workers. Members of the advisory panel will be requested to identify and contact at least two prospective participants to participate in this study.

6. Possible risks:
No potential risks are predicted that may befall the participant.

7. Benefits:
No compensation will be provided to the participant. The participant will have the opportunity to participate in a process that has never before taken place in South Africa: the process of identifying resources/processes that enhances resilience in resilient South African designated social workers. These participants will consequently also contribute to the design of strategies that may be employed to enhance resilience in other South African designated social workers.
8. Voluntary participation:
Participation in this study is voluntary. Under no circumstances is anyone compelled or expected to participate in this process. Participants are well informed beforehand of the process and given the opportunity to decide whether they would like to participate or not. A participant may withdraw from the interview at any time.

9. Confidentiality:
Narratives that will be invited by the participants may remain anonymous. Content of the interview will be audio recorded yet the identity of participants will not be documented in the manuscript of the PhD dissertation. Data collected will be used, exclusively, for research purposes. Information provided by the participant to the researcher, will under no circumstances be shared with the person who initially recommended the participant to the researcher.

10. Dissemination of information:
Information gathered during this interview will be analysed and documented in the PhD dissertation. The various manuscripts may be published in a journal and information may be provided to social welfare organizations.

11. Questions:
Participants may contact Dr A. Fouché (Ansie.Fouche@nwu.ac.za) and/or Prof L. Theron (Linda.Theron@nwu.ac.za) if they have any questions concerning this research study.

12. Contact details of researcher:
Name: Elmien Truter Email: mientjie101@gmail.com Mobile: 0729029623

13. Permission for identification for a follow up discussion
Once the researcher has conducted the interviews and analysed the data, the researcher will make telephonic contact with each participant to discuss the findings and to provide the participant with an opportunity to provide feedback on these findings.

AGREEMENT:

This agreement states that you have read and received a copy of this informed consent. Your signature below indicates that you understand the parameters of your participation and agree to take part in this research study.

I …………………………………………………………………….. have read and understand the nature of my participation in this research project and agree:

- to participate in the interview
- to be audio taped during the interview
- to provide a narrative to the researcher
- to be identified and invited to participate in a follow-up discussion

Signature_______________________________ Date__________________________

Researcher______________________________ Date__________________________
APPENDIX 9  NWU LETTER OF ETHICAL APPROVAL

Dear Dr A Fouché

ETHIC CLEARANCE APPROVED

This letter serves to indicate that your ethics application was approved by the VTC Ethics Sub-Committee for Social and Behavioural Science (Faculty Humanities):

Faculty application number:  FH-SS-2011-038
Project leader:  Dr A Fouché
Applicant:  E Truter
Project title:  SA Social workers at risk: exploring pathways to their resilience.
Meeting date:  16 November 2011

Kindly remember to forward outstanding documents (if applicable) to the chairperson of the ethics sub-committee. Please remember to submit your proposal to Ms Dileen Claassen (Ext. 103441) for approval and title registration at the Faculty Board.

The VTC Ethics Sub-Committee for Social and Behavioural Sciences wishes you well with your project.

Yours sincerely

Susan Contee Van Rooy
Chair: VTC Ethics Sub-Committee. Social and Behavioural Sciences

28 October 2013
APPENDIX 10    AUDIT TRAIL: JOURNAL INSERT

Journal inserts pertaining to advisory panel

Descriptive

12/10/11

Everything was arranged for the AP meeting. Two members cancelled 2 days before the meeting. One member cancelled 24 hours before the meeting. One member did not arrive at all. Four AP members were present. Everything went according to plan. I will see the other three AP members another time to get their input.

17/10/11

Transcribing AP meeting. Some unclarity but mostly running smoothly. Still cannot reach AP member who didn’t pitch on 12/10/11. Arranged with three absent AP members – meeting them tomorrow at 14:30 to get their input.

18/10/11

Meeting with 3 remaining AP members – went well - they accepted the existing list of indicators. Narratives written and collected.

29/10/11

Transcribing second AP meeting. Some words are not retrievable – too much background noise.
Journal inserts pertaining to pilot and other interviews with resilient designated social workers

Descriptive

17/11/11

Pilot interviews conducted. It went well. Interview schedule almost unnecessary – participant say everything without being probed – the interview schedule is however important for you to ensure all protective processes are covered. I struggled with agency and intelligence. Participants from pilot interview were able to give me names of other potential participants. These 2 pilot participants did not want to draw – they wrote narratives.

Reflective

20/11/11

Listening to one of the recordings – the social worker does not always know what contributes to her resilience: she said her colleagues dont play a role but later she mentioned how she debriefs to them after a difficult or rude client – they tell her to let go and carry on with the rest of her day.

Descriptive

29/11/11

The participant found the interview therapeutic – to me it was inspiring.
Descriptive 07/2/12

Consensus discussion with independent coder: 14:00-16:30. Went well, we found the same themes, re-arranged a few.

Descriptive 09/02/12

I discussed themes with Ansie and Prof Theron. They said it was good and did not overlap – we simplified it even more.
Data segment from interview transcript (Participant 8)

R: Okay, so I’m now going to move onto the next question, and you’ve already answered a part of it; the question is as follows, um, I want you to tell me what helps you to cope well at work. And you have now mentioned, the good atmosphere at work, would you say that helps you to adapt well at work?

P8: It’s nice for me to come to work in the morning you know there’s a real smile, we work together so well, I can’t describe it to anyone, this is actually a one man office because at 13:30 when the secretary goes I’m alone, but it’s nice because then I get my work done. And then actually firstly, without the Lord I can’t do this, never, I can’t, I go big, like when I have a lawyer against me, I’ll get my friend who is a religious therapist and my children, a couple of people who really are in the Lord, and then we ask the Holy Spirit to be at court and that He would work on this case before I go there, and that only His will be done, I can’t tell you how many miracles have happened, time and again.

R: So the Lord is a big...

P8: It’s everything.

R: Just for the record, are you a Christian?

P8: Yes, I am a re-born child of God.

R: Can you maybe tell me of one specific time that, maybe there was a really big challenge, or you had a lot of stress, and how the Lord, or the church, or like you said a lot of people who pray with you, can you just give me an example how it really helped you?

P8: Yes, you know I just started working and I saw a case with a child that had to be removed a long time ago already, a case that has really been neglected, and the grandmother reported the case to me (again) because the mother (of the child) is a schizophrenic and the father isn’t far from that, he will repeatedly crash the car into a tree, with the child in the car, and stuff like that. Domestic violence and things like that, I could never forget this. I got up at 5 that morning and had quiet time, and while I had quiet time, the Lord said to me...

R: Quiet time?

P8: Reading the bible and praying. And I said, “today I am going to trust the Lord with my eyes closed, and remove that child”. All that violence, I’m not scared I’m just going to do it, I will be accompanied by police, but I will go. And while I was having quiet time, the Lord said to me, very clearly, today you must pray, that the mouths of the dogs must be closed, like the lions in the lion’s den. And on my way to work I phoned my children.

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1 Only themes relevant to this segment are included. There is not enough evidence in this segment to show how the open code ‘passion for job’ was combined with similar open codes to form axial codes that fed into the theme ‘Practice- and purpose-informing creed’.
and even before work, early, I arranged for the police to accompany me. I phoned my children and told them that this was a very direct instruction, and also my friend who always prays with me, and you know I went with the police, and they took tires because I told them that there would be dogs today. And there were bull terrier dogs that they tied up with the tires; so that I could go in. And the woman ran across the road to the other house because her child was there, and I ran after her and when I stood in front of the door, she stormed out and let two great Danes loose on me who were going off coz I was accompanied by black police officers. And she opened the gate, and I just said “Lord help me” if a dog bites me I’m dead on the spot, so I just looked down, I just asked the Lord to help, those dogs froze and did nothing to me. I can tell you millions of stories like this.

Miracles.

R: Tell me this trust you have in the Lord, this relationship you have with Him, um, how does it help you to adapt positively at work? What does it do for you, what is the result?

P8: It’s fantastic. You know when I go to court I don’t care who stands against me. Nothing is ever too difficult for me. I think sometimes they think I’m too stupid to be scared. Irrelevant data omitted. I say to the lawyer, you come against me with a sword, but I come against you with the name of Jesus Christ. Irrelevant data omitted... then I do not have any fear.

R: So would I be correct in saying that it makes you fearless?

P8: Yes.

R: And how does that affect your work or your ability to adapt at work? Being fearless, how does that help you at work, what does it do for you?

P8: You know what, it helps me to cope. And when it gets too bad, like it went yesterday, there’s a verse in the bible that says, “cast your burdens onto the Lord” which actually means, throw your stuff onto Him, He will catch it. And then like yesterday I’ll just say “Lord I can’t anymore, just take all these files, and provide order because I can’t” and then peace comes over me, and then I can carry on. And another thing that I believe in is to pray every day for the protective angel, for my life, my vehicle, the court, and in my heart I know, I’ve been involved in difficult cases, and in my spiritual eye I could see the many angels who are there to protect me...

R: Tell me, um, what else is there that helps you to carry on despite the challenges, besides the Lord?

P8: You know what, I’m not. I’m here to help people, I’m not here because I have to be here, I’m here because I want to work. It’s my passion. It’s my entire life.
The story of my life....

Born from a family of nine children were very difficult, but happy memories are what I have. From a very early age I was introduced to the One and only God, and this is what kept me safe and secure in a community filled with social problems. To boys becoming part of a gang was the norm, a girl falling pregnant as a teenager an achievement. Being encouraged to do better by a biological father who could not read or write, was my inspiration. Him qualifying as a Building Constructor, taught to endure and never limit myself. I had my faith in God creating amazing opportunities, and my loving earthly father seeing his child’s potential. What else could I want?

Life was difficult, but each accomplishment a stepping stone in the right direction. Receiving my calling to study Social Worker came at a very young age and in my innocence I accepted in faith to obey. Money to study my parents did not have, but what I did know was that God would provide. In all honesty, I still do not know where the money to study came from, only my Heavenly Father knows. Having my faith in God to hold on to, support from close friends and family but most of all, knowing who I am change my pathway from where I came from, to what I am today.

While studying I was drawn to do missionary work in Angola during my holidays. To me, this was a selfless act and one of obedience. Break downs, hearing constant gunfire, watching out for landmines and malaria was part of the package, but a rewarding and fulfilling experience at the end. This has taught me compassion and gave me more encouragement to complete my studies.

I am a qualified Social Worker, and proud to be of service to humanity and my Heavenly Father. To me, doing what I do is a calling!

Small beginnings have brought me to where I am in my career today. I had the opportunity when I started practicing to be available to just listen to the children yearning for attention in the Children’s Home. Getting down to their level even at times when I did not feel like it. Receiving a warm hug, a colorful note on my desk, a thank you auntie in public, kept me smiling and craving for more. Seeing joy on that little faces when they were truly happy, what a miracle. I believed that where I was placed was where I should have been for that specific time in my life. Three years I worked with these children trying to change their lives, but instead, they changed me and how I saw myself. I at times still long for those days, and smile joyfully.

Life as a Social Worker is not easy, and definitely not glamorous. We all know that the money is not enough, but definitely needed. For the first few years in my career I experience something that we all chase but struggle to find, job satisfaction and more job satisfaction. This is still an antidote to me, and a reminder of unspoiled happiness.

As I got older in my career and the needs of the children more demanding, my humble beginnings keep me going. I am constantly reminded that I had a father that never doubted my ability to become the person I was intended to be. I am reassure that
when God planted the calling in my heart to help people in need, he already equipped me to keep on going on. This still makes me feel needed, appreciated and happy.

Today I count on my faith in God to still take me through difficult cases. To close my eyes in any situation and calmly ask for strength usually helps even if it is only at that specific moment. I am blessed with a loving husband who knows and understand my calling. As a Christian and believer he has the wisdom to know when I need support and comfort the most. He would create a safe environment for me to talk, unload and make sense of what upset me in that specific day. I am grateful and blessed that my husband is also my best friend, and somebody I can truly count on when down. Two beautiful children have we been blessed with. I am constantly reminded when I look at my children that I was chosen not only for them, but for other children in need too. Lucky is what I am, truly lucky.

Because of the stressful and emotional environment I am daily in, soaking in a warm bath after work has a soothing effect. During these times my husband take over the care of our two children and relaxing is my only priority. I do read and this gives me an opportunity to be part of another story, escaping the one that cause me so much stress for a while. I do believe that whatever the case, I never take work home. It is not always possible, but is definitely doable. Going to gym relax not only my body, but my whole mind. I have to look after myself, to do what I do and keep on doing what I was intended to do.

I am fueled by motivation, encouragement, support and knowing that I am living my calling.

From 08h00 to 16h00 I am the Social Worker, employee....

From 16h00 onwards, I am the wife, mother, daughter, sister and friends to those who had a hand in supporting my choice to care over the years.

I am here to serve, this is my reminder daily and I strive to do my best.