

## **20. Ms Chan - Social and Public Service – Assistant Social Work Officer**

At first, I thought that I was an active person

I liked work that requires more physical movement

I don't want to sit in the office all day long

So I chose a job which allows more interaction with people

Our main job duties are counselling

And some service referral

As well as outreach work

For example, some cases on natural disaster or child abuse

Or even some street sleepers or some people in the neighbourhood would call us

We will assign staff to provide similar service for them

In terms of working hours

Since I am working as a social worker in an Integrated Family Service Centre (the Centre)

So I usually work from Monday to Saturday, from nine to five

But sometimes we also need to accommodate the needs of different clients

Sometimes the Centre opens until eight o'clock

We also provide services on weekends depending on the events

We need to study social work at college or university

You need to fulfill the minimum number of hours of practicum

I think some personal traits are required

First, be passionate

Because service users come from different backgrounds

For example, elderly, children, teenagers

Or even discharged prisoners who are under probation

Or there are also some people with disabilities

So you need to be passionate towards the service users who you are serving

Also we need to be equipped with communication skills

Since this is a job which requires interaction with people

We need to chat with people for most of the time  
Or provide some services or opinions  
So it is necessary for you to have strong communication skills  
Also you should be able to write in both Chinese and English  
Because we need to write some court reports  
Or some case records  
You need to use your writing skills  
And your writing should be proficient  
At last, I think you must have a sense of empathy  
Since we need to accompany our service users going through their difficult path  
We need to understand them  
Understand their needs  
So that they can grow up  
And face their difficulties in the future  
This is the most important thing  
I think the resources in the society should be balanced  
Making a fair allocation  
Of course we need to consider the ability of service users  
How much can be done  
We also have to decide whether their need  
Is it a must or a desire  
A decision can only be made after considering all the elements  
In order to help them  
I think the happiest and the most satisfying moment is when you can accompany the users  
Letting them accept your service  
And doing what they can do  
Or even attaining some accomplishment  
I will share an experience

I was a medical social worker in Singapore before  
A twenty-year-old girl had to undergo an amputation because of diabetes  
She lost a leg  
In the twenties, that was a bright moment of her life  
It was such a huge impact on her in terms of work, study and relationship  
But she had no choice other than amputation because of her disease  
As she had our accompany in her hard times  
Providing her with some counseling  
Or helping her contact some prosthesis organisations  
Eventually, her prosthesis fitted well  
And she could resume her job  
And even became a core member of our helping group  
I think it is the happiest thing