PRACTICES OF PROVIDING SOCIAL SERVICES REMOTELY

Maryna P. Vasylieva, Doctor of Pedogical Sciences, Professor, Head of the Department of Social Work and Social Pedagogy, H.S. Skovoroda Kharkiv National Pedagogical University, Kharkiv, Ukraine.

E-mail:: vacilievamp@gmail.com

ORCID iD 0000-0002-2765-1220

Inna A. Romanova, Doctor of Pedogical Sciences, Associate Professor, Professor of the Department of Social Work and Social Pedagogy, H.S. Skovoroda Kharkiv National Pedagogical University, Kharkiv, Ukraine.

E-mail: inna.romanova@hnpu.edu.ua

ORCID iD 0000-0002-5318-8970

The article is devoted to the analysis of domestic and foreign experience in providing remote social services. Based on the generalization of the practice of providing remote social services and theoretical research, the range of clients with whom remote forms of social work are used is determined. The advantages of remote interaction with clients in comparison with traditional direct visits to a social worker are characterized: ensuring anonymity for people in small communities; increasing opportunities for access to social services and interaction with a specialist of people with disabilities or mobility problems; accessibility for clients of rural or remote communities (geographical factor); possibility of simultaneous communication of the client with several experts during video conferences. The risks of organizing remote interaction with a specialist are identified: the need to ensure the confidentiality of information and security of remote interaction for the client in connection with the use of digital resources; limited use of remote (digital) form of interaction with the elderly; the impossibility of using remote forms of work in cases of domestic violence.

It was found that the constant supervision of cases allows to determine the feasibility of providing social services in person or remotely. The basic principles of social work during virtual communication with recipients of social services are specified. The most common resources of remote communication are identified.

The analysis of domestic legal documents allowed to identify gaps in the provision of social services remotely in Ukraine, as well as to develop proposals for changes to the standards for the provision of social services. The priority directions of development of the system of social services in remote mode at the national level are outlined (ensuring professional readiness of social workers to use digital resources in work with clients, technical equipment for digital interaction; normative regulation of possibility of rendering certain social services in remote format; development of methodology of remote work in social sphere).

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