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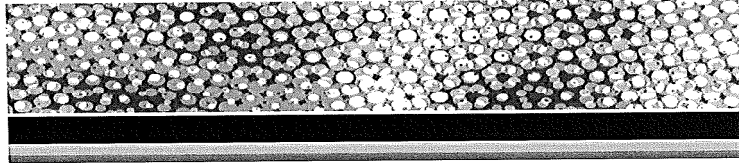
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APPENDIX 1 PROGRAMME OF SUPERVISION TRAINING FOR SOCIAL WORKER SUPERVISORS FROM THE VAAL TRIANGLE



INFORMATION SESSION

FOR FIELD SUPERVISORS AT NGO'S
AND THE
DEPARTMENT OF SOCIAL DEVELOPMENT

PROGRAMME - 14 JUNE 2013:

8:30 - 9:00

TEA AND REGISTRATION

MRS. Y. STEIN (INTERNSHIP LECTURER)

9:00 - 9:30

WELCOMING,

EXPECTATIONS:

BSWG CURRICULUM

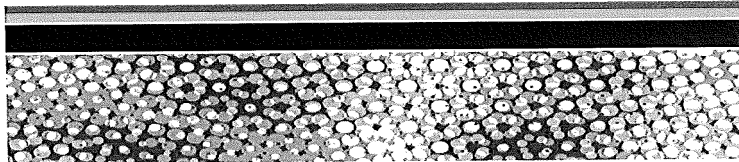
DR. E. BOTHA (DIRECTOR, SCHOOL OF BEHAVIOURAL SCIENCES)

DR. A. FOUCHE (INTERNSHIP COORDINATOR)

9:30 - 10:00

RESEARCH FEEDBACK

MS. E. TRUTER (INTERNSHIP LECTURER)



PROGRAMME - 14 JUNE 2013:

10:00 - 10:40

CONTRACTS

CASEWORK & EXPECTATIONS
REGARDING SUPERVISION

DR. JPD STEYTLER (SUBJECT HEAD, SOCIAL WORK
AND INTERNSHIP LECTURER)

10:40 - 11:10

TEA AND REFRESHMENTS

BUILDING 11B - G10

11:10 - 11:45

COMMUNITY WORK & SASPER

DR. A. FOCHE

11:45 - 12:00

GROUP WORK

MRS. Y. STEYN

12:10 - 12:50

ADMINISTRATION & REPORT WRITING

MS. E. TRUTER



QUESTIONS & CLOSURE

NORTH-WEST UNIVERSITY
UNIBESITH YA LEKONE-SOPHIAWA
NORDRIVES-UNIVERSITEIT

DR. A. FOCHE

**APPENDIX 2 SUMMARY OF STUDIES SELECTED FOR THE
QUALITATIVE RESEARCH SYNTHESIS**

Surname of author and/or identity of media source (surname of journalist, name of newspaper/channel, or name of person interviewed in media event)	Date of publication	Nature	Title	Research design	Sample (number of participants, nationality, type of social work)	Designated /non-designated/unspecified	Emerging findings pertaining to risks in social work	Emerging findings pertaining to resilience in social workers
Amrani-Cohen	1998	Empirical research study	Resilience among social workers: a cross cultural study of Americans and Israelis	Quantitative survey – correlational design <ul style="list-style-type: none"> 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." Social workers' depersonalisation of clients (Maslach & Jackson, 1981). Questionnaire name unlisted. Job satisfaction 	1 100; 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	N/a	<ul style="list-style-type: none"> 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

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)
- Role ambiguity scale (Caplan *et al.*, 1975).
Scale name unlisted.
- 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).

Scale name unlisted.

- Promotional opportunities (Bargal & Guterman, 1997). Scale name unlisted.
- 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.

Baldauf Christian Science Monitor Online	– 2007	Media report	Social workers in short supply in South Africa	N/a	N/a	Unspecified	<ul style="list-style-type: none"> • Excessive workload • Social worker shortages 	N/a
BBC News: BuaNews: SouthAfrica.Info	– 2009	Media report	Social worker shortage “a crisis”	N/a	N/a	Unspecified	<ul style="list-style-type: none"> • Social worker shortages 	N/a
Benjamin BuaNews	– 2007	Media report	Bursaries for SA’s social workers	N/a	N/a	Unspecified	<ul style="list-style-type: none"> • Social worker shortages 	N/a

Bennett, Evans & Tattersall	1993	Empirical research study	Stress and coping in social workers: a preliminary investigation	Quantitative	Strategy of enquiry not specified	78; Wales; social workers (child care, elderly care, physically handicapped)	Designated	and non-	• High levels of stress among social workers	N/a
					Measures used:					
					<ul style="list-style-type: none"> Occupational stress indicator (Cooper <i>et al.</i>, 1988). Scale name unlisted. Derogatis stress profile (Derogatis, 1987). Scale name unlisted. 					
Bhana & Haffjee	1996	Empirical research study	Relation among measures of burnout, job satisfaction, and role dynamics for a sample of South African child-care social workers	Quantitative	Strategy of enquiry not specified	29; South Africa; child-care social workers	Designated	•	The presence and risk of burnout among social workers	N/a
					Measures used:					
					<ul style="list-style-type: none"> Maslach and Jackson's burnout inventory Minnesota satisfaction questionnaire (Weiss, Dawis, England & Lofquist, 1965) Scales to measure role conflict and role ambiguity (Rizzo, House & Lirtzman, 1970). Scale names unlisted. 					
Bride	2007	Empirical research study	Prevalence of secondary traumatic stress among social workers	Quantitative	Strategy of enquiry: survey	282; USA; social workers (mental health, health care, child welfare, school, developmental disabilities)	Designated	and non-	• The risk of secondary traumatic stress (STS) and compassion fatigue among social workers	N/a
					<ul style="list-style-type: none"> Secondary traumatic stress scale (Bride, Robinson, Yegidis & 					

Figley, 2004)

Byrne	2006	Empirical research study	Strengths-based service planning as a resilience factor in child protective social workers	Mixed methods Strategy of enquiry not specified Questionnaires: <ul style="list-style-type: none"> 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?” 	467; USA; social workers (“direct”-service workers and “direct”-service supervisors)	Designated	<ul style="list-style-type: none"> Excessive caseload Compassion fatigue 	<ul style="list-style-type: none"> 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 the retention of social learning in the and	A review of studies between 1993 and 2010 reporting on informal learning, resilience, and retention of social	N/a	N/a	N/a	<ul style="list-style-type: none"> Supportive supervision Tacit knowledge about work processes and professional/group norms

	workplace	workers							
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	N/a	Designated	<ul style="list-style-type: none"> Excessive workload Social worker shortages 	N/a	
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)	Designated and non-designated	<ul style="list-style-type: none"> Excessive workload High levels of stress among social workers 	N/a	
Collings & Murray	1996	Empirical research study	Predictors of stress amongst social workers: an empirical study	Quantitative	243; England; social workers (no specified field identified)	Unspecified	<ul style="list-style-type: none"> Excessive workload Inadequate support for social workers 	N/a	
Conrad & Kellar-Guenther	2006	Empirical research study	Compassion fatigue, burnout, and compassion	Quantitative	363; USA; social workers (child protection case workers and supervisors)	Designated	<ul style="list-style-type: none"> The risk of secondary traumatic stress (STS) and compassion fatigue 	N/a	

Cornille & Meyers	1999	Empirical research study	Secondary stress among child protective workers: prevalence, severity and predictive factors	Quantitative Survey • The brief symptom inventory scale (Derogatis, 1975) • Impact of event scale – revised (Weiss & Marmar, 1997)	205; USA; social workers (child protection workers)	Designated	<ul style="list-style-type: none"> The risk of secondary traumatic stress (STS) and compassion fatigue among social workers Exposure to violence and aggression 	N/a	among social workers
Department of Labour, Te Tari Mahi	2005	Grey literature	Social occupational skill shortage assessment	Occupational skill shortage assessment	N/a	Unspecified	<ul style="list-style-type: none"> Social worker shortages 	N/a	
Domino	2008	Empirical research study	The continuous cycle: burnout and personal coping methods among children's social workers	Quantitative • Exploratory survey • Self-administered survey (Potter, 1998). Scale name unlisted.	33; USA; social workers (children's social workers)	Designated	<ul style="list-style-type: none"> The presence and risk of burnout among social workers 	N/a	
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	<ul style="list-style-type: none"> Exposure to violence and aggression Inadequate support for social workers Social worker shortages 	N/a	

Goddard & Hunt	2011	Paper/review	The complexities of caring for child protection workers: the contexts of practice and supervision	Paper/review	Child protection workers; Australia	Designated	Exposure to violence and aggression
Green, Gregory & Mason	2003	Empirical research study	It's no picnic: personal and family safety for rural social workers	Mixed methods Strategy of enquiry not specified	23; Australia; social workers (corrections, child protection, mental health)	Designated and non-designated	Exposure to violence and aggression Inadequate support for social workers
Hweshwe SouthAfrica.Info	2011	Media report	Bursaries for aspirant social workers	N/a	N/a	Unspecified	Social worker shortages
Jones	2001	Empirical research study	Voices from the front line: state social workers and new labour	Qualitative Strategy of enquiry not specified	40+; England; social workers (front-line state social workers)	Designated	High levels of stress among social workers Excessive workload Inadequate support for social workers
Kasiram	2009	Literature review	The emigration of South African social workers	An analysis of findings from the literature between 2001	N/a	Unspecified	Social worker shortages Excessive workload

Keams & McArdle	2012	Empirical research study	“Doing it right?” – accessing the narratives of identity of newly qualified social workers through the lens of resilience	Qualitative Narrative enquiry	3; UK; newly qualified designated social workers	Designated	N/a	<ul style="list-style-type: none"> 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
Kim, Ji & Kao	2011	Empirical research study	Burnout and physical health among social workers: a three-year longitudinal study	Quantitative Survey Questionnaires	406; USA; social workers (clinical social workers)	Non-designated	<ul style="list-style-type: none"> The presence and risk of burnout among social workers 	
Law – Wales Online	2011	Media report	Inquiry likely into fears child could die	N/a	N/a	Unspecified	<ul style="list-style-type: none"> High levels of stress among social workers 	

Liptak Statement by the Inkatha Freedom Party	– 2010	Media statement	KZN's 724 social workers not enough to implement Children's Act	N/a	Unspecified	<ul style="list-style-type: none"> Excessive workload Social worker shortages Excessive workload Staff shortage 	N/a
Littlechild	2003	Empirical research study	Working with aggressive and violent parents in child protection social work	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	20; United Kingdom (UK); social workers (child protection managers and social workers)	<ul style="list-style-type: none"> Exposure to violence and aggression Inadequate support for social workers 	N/a
Lloyd, King & Chenoweth	2002	Literature review	Social work, stress and burnout: a review	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	Designated designated	<ul style="list-style-type: none"> The presence and risk of burnout among social workers Social worker shortages High levels of stress among social workers Inadequate support for social workers 	N/a

<p>Lonnie – Statement by the President of the Australian Association of Social Workers: Bob Lonnie</p>	2008	Media report	Child protection social work in Australia faces a crisis	N/a	N/a	Designated	<ul style="list-style-type: none"> Staff shortage 	N/a
<p>Maposa – IOL News</p>	2006	Media report	Social worker shortage puts children at risk	N/a	N/a	Unspecified	<ul style="list-style-type: none"> Social worker shortages Excessive workload 	N/a
<p>Morris</p>	2005	Literature review	The process of decision-making by stressed social workers: to stay or leave the workplace	A paper that discusses the impact of this stress on the decision-making process of social workers, looking at studies from 1928 to 2005	N/a	Unspecified	<ul style="list-style-type: none"> Social worker shortages Excessive workload 	N/a
<p>NASW (National Association of Social Work) – Panel hosted by Congressman Towns</p>	2010	Media report	Capitol Hill briefing to explore growing social worker shortage. Congressional Social Work Caucus	N/a	N/a	Unspecified	<ul style="list-style-type: none"> Social worker shortages 	N/a
<p>Perstling</p>	2011	Empirical research study	Secondary traumatic stress and well-being of social workers in Namibia	Quantitative survey	114; Namibia; social workers (no specified field identified)	Unspecified	<ul style="list-style-type: none"> The risk of secondary traumatic stress (STS) and compassion fatigue among social workers 	N/a
				<ul style="list-style-type: none"> Satisfaction with life scale Psychological well- 				

<p>being scale</p> <ul style="list-style-type: none"> • Questionnaire for eudaimonic well-being • Secondary stress syndrome scale 	<p>2004</p> <p>Regehr, Hemsworth, Leslie, Howe & Chau</p>	<p>Empirical research study</p> <p>Predictors of post-traumatic distress in child welfare workers: a linear structural equation model</p>	<p>Quantitative Survey</p> <ul style="list-style-type: none"> • Bell object relations and reality testing inventory (Bell <i>et al.</i>, 1985) • The internal control index (Duttweiler, 1984) • Beck depression inventory (Beck & Beamesderfer, 1974) • Impact of events scale (Zilberg, Weiss & Horowitz, 1982) • Stress-related growth scale (Cohen, Hettler & Pane, 1998) 	<p>156; Canada; social workers (front-line social workers for children and families and other staff such as management)</p> <ul style="list-style-type: none"> • Excessive workload • The risk of secondary traumatic stress (STS) and compassion fatigue among social workers <p>Designated</p> <p>N/a</p>
<p>Siebert</p>	<p>2004</p>	<p>Empirical research study</p> <p>Depression in North Carolina social workers: implications for practice and Center for</p>	<p>Quantitative Cross-sectional survey</p> <p>anonymous (no identified)</p> <ul style="list-style-type: none"> • Center for 	<p>751; USA; social workers (no specified field identified)</p> <ul style="list-style-type: none"> • Prevalence of depression and implications for social work practice <p>Unspecified</p> <p>N/a</p>

research		Epidemiologic Studies – depression scale (Radloff, 1977)	
South Africa 2010/2011 Survey	South Africa Survey Online. 2010/2011. Health and Welfare Online. South African Institute of Race Relations	Survey	N/a
Stanley, Manthorpe & White	2007 Depression in the profession: workers' experiences and perception	Empirical research study	500; UK; social workers (no specified field identified)
Steed & Bicknell	2001 Trauma and the therapist: experience of therapists working with the perpetrators of sexual abuse	Empirical research study	67; Australia; therapists (psychologists, workers, and other unspecified professionals)
		Qualitative Strategy of enquiry specified Telephonic interviews	Unspecified
		Quantitative Strategy of enquiry not specified	Non-designated
		Compassion satisfaction/fatigue self-test for helpers (Stamm 1995-1998, adapted with permission from Figley, 1995)	
		Impact of events scale – revised (Weiss & Marmar, 1995)	
			<ul style="list-style-type: none"> • Excessive workload • Prevalence of depression and implications for social work practice • The risk of secondary traumatic stress (STS) and compassion fatigue among social workers
			N/a

Stevens & Higgins	2002	Empirical research study	The influence of risk and protective factors on burnout experienced by those who work with maltreated children	Quantitative Strategy of enquiry not specified	44; Australia; social workers (child and family counsellors, welfare/case workers, child protection, foster support, and residential workers)	Designated	<ul style="list-style-type: none"> The presence and risk of burnout among social workers 	N/a
Storey & Billingham	2001	Empirical research study	Occupational stress and social work	Quantitative Strategy of enquiry not specified Questionnaire name not listed	34; Wales; social workers (children and families)	Designated	<ul style="list-style-type: none"> High levels of stress among social workers Excessive workload Inadequate support for social workers Exposure to violence and aggression 	N/a
Tham	2006	Empirical research study	Why are they leaving? Factors affecting intention to leave among social workers in child welfare	Quantitative Survey Nordic questionnaire for psychological and social factors at work (Dallner <i>et al.</i> , 2000)	309; Sweden; social workers (child welfare social workers)	Designated	<ul style="list-style-type: none"> Excessive workload Exposure to violence and aggression 	N/a

Viljoen – NGO Pulse	2009	Media report	NGO's fight to "hang on" to good staff	N/a	N/a	Unspecified	<ul style="list-style-type: none"> • Staff shortage 	N/a
Yurur & Sarikaya	2012	Empirical research study	<p>The effects of workload, ambiguity, and social support on burnout among social workers in Turkey</p> <ul style="list-style-type: none"> • Quantitative Strategy of enquiry not specified • Maslach burnout inventory (Ergin, 1993) • Self-developed global question: "Do you think your workload is (1) too light, (2) manageable, (3) too heavy?" <p>Respondents were asked to choose from one of the three response categories (Cole, Panchanadeswaraan & Daining, 2004).</p> <ul style="list-style-type: none"> • Rizzo, House & Lirtzman's role ambiguity scale (1970) • Eight-item scale (Peeters, Buunk & Schaufeli, 1995). Scale name not listed. 	222; workers (no specified field identified)	Turkey; social workers	Unspecified	<ul style="list-style-type: none"> • The presence and risk of burnout among social workers • Excessive workload 	N/a

APPENDIX 3 ADVISORY PANEL (AP) PROGRAMME



NORTH-WEST UNIVERSITY
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PO Box 1174, Vanderbijlpark
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Fax: (016) 910-3116

Web: <http://www.nwu.ac.za>

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 Elmien 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!

Elmien Truter: Email: mientjie101@gmail.com Mobile: 072 9029 623

APPENDIX 4 **PROTOCOL FOR IDENTIFYING PROSPECTIVE PARTICIPANTS**



NORTH-WEST UNIVERSITY[®]
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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

APPENDIX 5 INFORMED CONSENT FORM FOR AP MEMBERS



NORTH-WEST UNIVERSITY[®]
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1900 Tel: (016) 910-3428

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INFORMED CONSENT FORM ADVISORY PANEL MEETING

1. Name of researcher: Elmiën 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 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

Name: Miss. E. Truter

Email: mientjie101@gmail.com

Mobile: 072 902 9623

Telephone: 016 932 3910

Supervisor

Name: Dr A. Fouché

Email: Ansie.Fouche@nwu.ac.za

Mobile: 083 777 3511

Telephone: 016 910 3428

APPENDIX 6 INTERVIEW SCHEDULE

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?**

PROTECTIVE PROCESS	TICK IF PRESENT	EXPLAIN / DESCRIBE
Attachment relationship		
Agency and mastery motivation system		
Intelligence		
Self regulation		
Making meaning		
Culture and religion		

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 participants 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.

Descriptive notes	Reflective notes	Demographic information
_____	_____	
_____	_____	Participant: P _____
_____	_____	Name: _____
_____	_____	Surname: _____
_____	_____	Gender: _____
_____	_____	Years' experience: _____
_____	_____	Organization: _____
_____	_____	_____
_____	_____	
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_____	_____	
_____	_____	
_____	_____	Interview:
_____	_____	Date: _____
_____	_____	Venue: _____
_____	_____	Duration: _____
_____	_____	
_____	_____	
_____	_____	
_____	_____	

APPENDIX 7 PARTICIPANT INFORMATION LETTER



NORTH-WEST UNIVERSITY[®]
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
VAALDRIEHOEKKAMPUS

PO Box 1174, Vanderbijlpark South Africa,

1900 Tel: (016) 910-3428

Fax: (016) 910-3116

Web: <http://www.nwu.ac.za>

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):

Researcher

Name: Miss. E. Truter

Email: mientjie101@gmail.com

Mobile: 072 902 9623

Telephone: 016 932 3910

Promoter

Name: Dr. A. Fouché

Email: Ansie.Fouche@nwu.ac.za

Mobile: 083 777 3511

Telephone: 016 910 3428

Co-promoter

Name: Prof. L. Theron

Email: Linda.Theron@nwu.ac.za

Mobile: 082 831 1728

Telephone: 016 910 3076

APPENDIX 8 INFORMED CONSENT FORMS FOR RESILIENT SOUTH AFRICAN DSWS



PO Box 1174, Vanderbijlpark South Africa,

1900 Tel: (016) 910-3428

Fax: (016) 910-3116

Web: <http://www.nwu.ac.za>

INFORMED CONSENT FORM

1. Name of researcher: Elmiën 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. Elmiën 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.

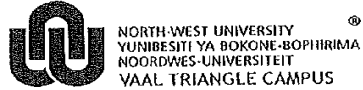
I have read and understand the nature of my participation in this research project and agree:

- **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



PO Box 1174, Vanderbijlpark
South Africa, 1900

Tel: (016) 910-3111
Fax: (018) 910-3116
Web: <http://www.nwu.ac.za>

Research Development
Tel: (018) 9103442
Tel: (016) 9103422
Email: 2294583@nwu.ac.za

28 October 2013

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-SB-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 Daleen Claasens (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 Coetzee Van Rooy
Chair: VTC Ethics Sub-Committee: Social and Behavioural Sciences

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 24hours 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 picth 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.

CODING TABLE

Data segment from interview transcript (Participant 8)	List of open codes	Axial codes (similar open codes grouped)	Emerging theme ¹
<p>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?</p>			
<p>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.</p>	<p>Positive workplace relations</p> <p>Reliance on God and His will</p> <p>Loyal/caring friends and family supports her in challenging times – she initiates support</p> <p>Perceives God as foundation of her adaptation</p>	<p>Professional backing</p> <p>Religious attachment</p> <p>Devoted friends and family</p>	<p>SUPPORTIVE COLLABORATIONS</p>
<p>R: So the Lord is a big...</p>			
<p>P8: It's everything.</p>			
<p>R: Just for the record, are you a Christian?</p>			
<p>P8: Yes, I am a re-born child of God.</p>			
<p>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?</p>	<p>Time with God</p> <p>Devotional activities</p> <p>Systemic support in the form of police protection</p> <p>Reliable/available friends and family</p>		
<p>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</p>			
<p>R: Quiet time?</p>			
<p>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,</p>			

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 ill 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

Professional backing she initiates support

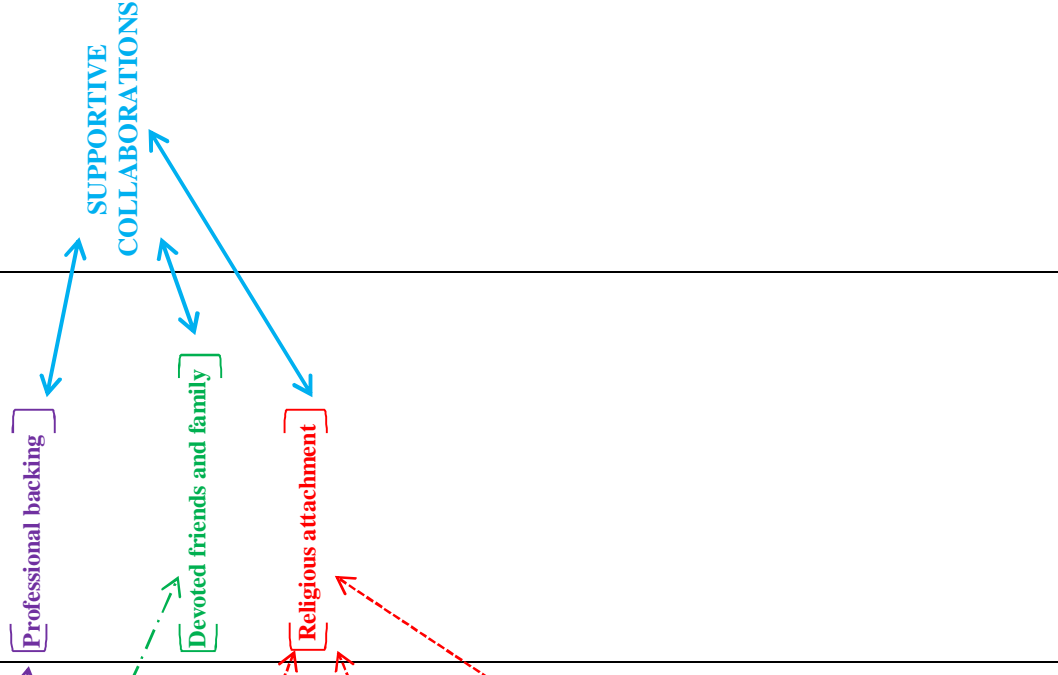
Reliable/available friends and family

Reliance on Godly intervention and protection

Faith in God Godly protection

Devotional activities / reliance on God

Intense passion for job



CODED NARRATIVE

p6.

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 gun fire, 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 aunty 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 reassured 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....

Form 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.