

The role of social workers during the situation of covid-19 pandemic

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Abstract:

Corona (COVID-19) is a pandemic has devastated the economy development around the world; Nearly two million deaths globally caused by this disaster and countless patients must be treated from recovery after COVID; Therefore, this research has given out the proposal to investigate the role of social activists who have always played an important role in the recovery treatment after COVID during the pandemic situation. This is a profession plays a great role in initiating the public awareness so as to provide the psychosocial support and mobilize the community to integrate into the community of groups of typically vulnerable labors. Through this research, the article has oriented the direction for preparation of necessary skills to respond to the pandemic professionally, effectively and successfully in the future. Besides, the research will implement some interventions so as to make the impact of positive psychology on the lives of vulnerable persons in order for them to find their goals in life. The results received from this research have shown a new perspective on the profession of social activists in either underdeveloped or developing countries with main purpose of assisting people to overcome unexpected difficulties of life.

Keywords: Social Worker; COVID-19; Coronavirus; Public health challenge; Global Pandemic

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I. Introduction

Social Work is a professional activity used to help individuals, groups or communities strengthen or restore their capacity to perform the social functions and facilitate the most appropriate conditions to achieve these goals (Idit Weiss-Gal, 2008) (Anat Freund, et al., 2013). Professional social work has promoted the social change, solved the problems and issues in human relationships, empowered and liberated people so as to make their lives easier and more comfortable. Using the theories of human behavior and social systems, social work will intervene into interactive points between people and their environment. Human rights and social justice are fundamental principles of the social work profession (Janet L. Finn, et al., Published online: 11 June 2013, This version: 24 February 2022). Social workers are professional persons focused on enhancing the overall well-being of the general population so as to assist in meeting the basic and complex needs of either individuals or communities, prioritizing those who are vulnerable, oppressed and those living in poverty. They have greatly contributed to the care, support, promotion of rights, as well as empowered to vulnerable populations (Anne Mucha, et al., 2014) (Benjamin W. Y. Hornsby, et al., 2014).

Social work practice must include the application of knowledge, values, principles, and techniques of social work to one or more purposes; Help individuals achieve the sustainable services; Participate in advisory and psychotherapy activities with individuals, families, and groups; Help communities and groups build and create social and health services; and participate in the process of policy making, legal advocacy; Social work practice requires to have a system of knowledge about human development and human behavior; on economic, social and cultural conditions; and about the interactions between these factors. Social work practices as a supportive profession through the use of skills and theories of systems of human social and behavioral in the alleviation and resolution of social problems affecting individuals, group or community. The social activists' role include different aspects of social issues, comprise of the COVID-19 pandemic. COVID-19 has ravaged the world with over 81 million confirmed positive cases and over 1.7 million deaths globally as calculated in December 2020. Apart from its lethal nature, COVID-19 has caused adverse impacts about psychology and society on unrecovered populations, including but not limited to the poor, the old, and children, disable people (Anna Gassman-Pines, et al., 2020) (Kritika Poudel & Pramod Subedi, 2020). The COVID-19 pandemic has caused severe consequences on mental health, is a new assessment released by the World Health

Organization (WHO) on March 2, indicated the number of cases of mental illnesses such as Anxiety and Depression have globally increased more than 25%.

In a new scientific report, WHO has also pointed out the crisis caused by the COVID-19 pandemic has significantly hampered mental health services and raised concerns about an increase in suicides. The report has been implemented based on a synthesis of many research determined in only 2020, the number of cases inflicted the depressive disorder syndrome in the world have increased by 27.6%. In the first year of pandemic, the number of cases of anxiety disorders globally increased by 25.6%. According to WHO mental health expert Brandon Gray, this is a huge increase in large scale. The report has demonstrated the pandemic has caused a significant impact on people's mental health and lives. The places with the highest increase in cases are those where the daily rate of new infected cases and due to movement restriction are high, according to the WHO report, girls and women are hardest influenced more than men; Young people, especially in the 20-24 age group, are more severely affected than the elderly. Regarding the number of suicides, the aggregated data has not reflected a clearly global trend, in some places have recorded the rate of increased suicides but other places have decreased or stayed the same as before the pandemic. Gray pointed out: may be the process of collecting and analyzing relevant data is often disrupted. However, the report has some sentences indicated that, since the outbreak of the pandemic, the risk of suicides is higher, including suicide attempts or self-harm, among young people. Exhaustion in Health staff, the loneliness, and anxiety at the time of receiving the COVID-19 diagnosis also increase the risk of suicidal thoughts. The WHO report has also indicated people with mental disorders are also at higher risk of becoming seriously ill or death from COVID-19. However, more researches are needed to conduct so as to have firm conclusions on this issue. Besides, the WHO report has also specified, the outpatient mental health services have been significantly disrupted in 2020 because of the pandemic outbreak. This situation can be minimized by switching to online consultation. However, some certain limitations have appeared from this method, reduced the effectiveness of care therapeutics, especially be difficult to reach to those who do not have an available internet connection or do not have much technical knowledge. According to Expert Gray: the difficulties in responding to the challenges arisen during the pandemic are mainly due to the lack of investment in mental health services for decades.

In Vietnam: The first three outbreaks of pandemic (since January, 2020 to April, 2021) all recorded a low number of infections; Each time only took place in a short time and in some localities, made little impact on the socio-economic field, not as serious as the 4th time. On the other hand, because the mutant virus did not spread as quickly and strongly as the Delta mutant virus in the 4th pandemic and the medical response was guaranteed, the death number was very low with only 110 persons. The fourth pandemic outbreak began on April 27, 2021 with the Delta mutation spreaded rapidly, strongly, with extremely complicated developments, prolonged in many localities; infected cases increased rapidly in a short time, exceeded much more than predicted. The epidemic made a very serious influence on the lives, health and living situation of people and profoundly affected all socio-economic aspects of the country; especially stagnated the production activities, negatively affected jobs, livelihoods, and psychology of people, typically workers and enterprise community. The epidemic rapidly increased in a short time, caused overload on the health system and grew the number of deaths, especially in Ho Chi Minh City and some southern provinces and cities. The 4th epidemic outbreak seriously affected the economy in a number of fields. GDP in the first nine months of 2021 increased up only 1.42%, in the third quarter of 2021, it decreased down 6.17% compared to the same period, seriously affected all sectors of the economy, especially in key economic localities. Financial - budget situation was in difficulty, must have mobilized reserve funds to spend on epidemic prevention, control and social security support. People were severely affected by the COVID-19 epidemic, lost lives, seriously were affected their health, material and spiritual life (Tiago S. Jesus, et al., 2021). Incomes compared to other countries in the region, Vietnam has a large population, high population density, and lack of vaccines resulted in difficulty in preventing and controlling the epidemic. These results were very respectable, contributed to create motivation, trust, strengthened the solidarity and unity of all classes in society, facilitated the smoothest conditions for socio-economic recovery and development in following time.

Besides, COVID-19 negatively impacted the economies of many countries, across the fields of education, health, agriculture, information technology, energy, oil and gas, and a range of other sectors. The global emergencies and humanitarian pandemics such as COVID-19, Cooper and Briggs (2014) are emerging in the world, the educational training received by social workers must be paid attention which is not entirely enough to prepare specific roles for them in the epidemic outbreak. This article therefore becomes suitable in outlining to enhance the role of social activists in case of facing with pandemic outbreak.

II. Correlation between Social Work and COVID-19

Value of social justice has been challenged by severe impact of COVID-19 pandemic on groups of powerless labors in society. Besides, health care and psychosocial support services, human dignity is affected because of economic and resource shortages, job loss, not being accessed to those services.

Considering its involvement in providing war-time relief services as well as concern for people's physical environment, the social work profession is said to be purely serving for public emergencies (Brinkerhoff, 2014; Hokenstad, 2007; Zakour, 1997). The call to institutionalize a close partnership to respond to pandemics and public emergencies between the public and private sectors by Armocida and fellow-worker (2020) has provided an urge to look forward to giving the leadership and advocacy of the social work profession for effective services among agencies in response to the COVID-19 pandemic. These services must reflect a moral obligation to protect the well-being of society in general (National Association of Social Workers, 2017) so as to pay keen attention and in accordance with both social work theories and values, as well as consider the social, cultural, emotional, spiritual and psychological needs of those affected by the pandemic.

Due to its contagious property and the unavailability of vaccines and treatments for COVID-19 patients, because of its high cost and scarcity, most people's view of the virus is fear. This has left victims and survivors after the virus with psychological trauma, resulted social workers and health professionals in being overwhelmed with many things needed to complete (2004), it must pay attention to be compared with the general population, health staff are more likely to experience a range of effects of negative psychology after the outbreak of an emergencies or disasters. Other researches have also acknowledged the a real thing, during and after outbreaks of infectious diseases such as Severe Acute Respiratory Syndrome (SARS), Ebola, and Middle East Respiratory Syndrome (MERS), (Lee et al., 2018; Raven and Fellow-workers., 2018), reported cases of emotional stress among healthcare staff are not different from facing with COVID-19. Because increasingly global reports of psychological and emotional stress among healthcare providers have been received. Si and fellow-workers, (2020) has reported 40,2% positive cases for symptoms of significant post-traumatic stress disorder among healthcare staff while having acknowledged a higher proportion of whom affected with symptoms of stress, anxiety, both mild and extremely severe depression.

Quarantine and physical distancing measures were being globally conducted prevented family members from visiting their affected, dying or deceased loved ones. Due to those preventions mentioned above, it was difficult for families to see loved ones in hospital beds, as well as to bury loved ones according to traditional customs in the funerals. These scenarios have demonstrated the concerned images and remained one of the visible challenges which must be prepared in advance by the social work profession.

The increased need for professionals of well-trained mental health and social work is essential because of the globally rapid change and disasterous-prone world, and future pandemics are possible to be predicted with unimaginable levels of psychological trauma. With this thought in mind, Brinkerhoff (2014) noted that, the social organizations must focus on increasing to invest into the education of students and social practitioners, in the areas of trauma response and Specialized methods to make the stressful - relief consultancy about the ratio of seriously contagious diseases. This will help effectively prepare the social profession for disasters and natural calamities, simultaneously improve efficiency and responsiveness in disasterous relief and various efforts so as to give out the stress controll, as well as social health and spiritual services to survivors after pandemic. we must mindfully pay attention to the needs of victims and fortunate survivors after pandemic at the time of implementing the relieves.

III. The role of social staff during the pandemic

Social workers are people who operate in many fields, receive full-time and semi-professional education, and are equipped with knowledge and skills in social work so as to help people improve their abilities to solve and deal with problems in life; create opportunities for subjects to access necessary resources; promote the interaction between individuals, between individuals and the environment to make influence on social policies, agencies and organizations for the benefits of individuals, families, groups and communities through both studied and practical activities". Social staff will have the following roles: (1) The role is the person to mobilize necessary resources to help the subjects (individuals, families, communities...), to find possible resources (internal and external forces) for problem resolution; (2) The role is the person of a connector - exploiting and introducing customers to services, policies of resources available in the community; (3) The role of acting as counsels/ lobbying of policies helps to protect the interests of the subjects in order for them to enjoy their services, policies and rights, especially in case of being denied services and policies to which they are beneficiaries; (4) The role as educators is to provide necessary knowledge and skills to improve capacity for individuals, families, groups or communities through training, educating the community in order for them to have understanding, confidence and self-reflection so as to evaluate, analyze the problem and find the most suitable resources for the problem resolution; (5) The role as counselors is to help people with psychological, emotional and social difficulties to surpass all stress and crisis with main purpose of maintaining the positive behavior to ensure the life quality; (6) The role as caregivers and helpers is to directly provide the care services for the vulnerable people; (7) The role as facilitators for development and implementation of a community plan: based on the community's identified needs, the social workers help the community develop action plans which are appropriate to the needs of each condition, the community's potential to solve the community's problems; (8)

The role as the creators is to make changes in the lives and mindful thought of the vulnerable people in the poor community so as to take control of their lives; (9) The role as family trainer, researcher and administrative manager helps to train the next generation of social work activists so as to provide theoretical research and build models to help subjects and manage activities and programs with main purpose of planning and implementing the most appropriate service programs for individuals, families, and communities.

The Social Work profession provides different services to people during natural calamity, pandemics and other public emergencies. Social workers play a fundamental role in preparedness, recovery for natural calamities and response planning for future events (Cooper & Briggs, 2014) and social work services which are appropriate professionalism is imperative during outbreaks of emergencies and natural calamities (Brinkerhoff, 2014). Social Workers are professionally trained people in social work whose actions are aimed at optimizing people's role performance in all areas of social life so as to actively contribute useful things to the improvement and enhancement of the life quality for individuals, groups and communities.

In the face of racism, discrimination of gender and ethnic globally happening in vulnerable groups, the global COVID-19 pandemic and especially has devastated in developing countries always enclosed with high discrimination, especially for survivors and those infected during and after pandemic. About this issue, the special role of social workers is to serve and protect the most vulnerable persons during a pandemic like COVID-19. (Amadasun, 2020a: 2), it must be paid attention to "responding to social issues originated from social challenges and taking care of the community health is considered as the most primary goal of the social work profession and addressing COVID -19 in terms of its serious influence on social conditions in general and in the lives of individuals, families and households, groups and communities in particular as an specifically occupational rank". Various strategies of mental health supports are needed in pandemic areas to facilitate the necessary lifestyle changes and re-adaptation activities after an outbreak (Wang and fellow-workers, 2020); Xiang and fellow-workers, 2020), which is the destination of the social work profession.

The goal of the social work profession is to promote social cohesion and stability, boost the development of social change through empowerment and human emancipation, as well as restore social activity while advocating for respect for the sanctity of life based on the ideals of social justice and human dignity (Amadasun, 2020b). Therefore, social workers will take an important responsibility for helping and supporting communities seriously affected by the COVID-19 pandemic. The responsibilities of social workers are not only limited to the fight against the spread of COVID-19 but also make sure to include the most vulnerable persons in planning and response, organizing the community in ensuring the availability of essential items such as food and clean water, taking social advocacy for the integration of the most vulnerable persons into the social service system, simultaneously facilitating geographical distancing, and social solidarity through orientation campaigns and programs (International Federation of Social Work (IFSW), 2020). The discrimination must be recognized by Social workers will promote isolation of people and impedes accession to care and support of health, thereby contributing the route to the continued spread of epidemic. Through this point of view, social workers must play an important role in initiating the awareness as well as combating the pandemic myths, fear and discrimination in a fierce environment.

The role of social work in the context of the pandemic was raging and intruded into families and individuals, the health system has been not secure, many poor households did not have health care or health insurance. Therefore, the social workers must play an important role in mentoring, educating and connecting powerful resources. Social workers' interventions in these roles must be translated into strength-based practices, the relationship-building strategies and resilience combined with mental health. Older adults and children are a high-risk group for COVID-19. The maintenance of physical distancing has limited the social workers interaction and care for older adults. Social workers must explore the leverage and promotion their methods for caring and supportive activities as an alternative mechanism for meeting the well-being requirements of older people (Cudjoe & Abdullah, 2020). In cases of arising the risks : a parent or guardian is dead during a pandemic, social workers must take full responsibility for providing the safe space for the old, children or minors so as to ensure to have enough shelters, adequate nutrition and health care for them. This support will reduce the psychological trauma experienced by children due to lack of parental care, discrimination or rejection by other family members. Acting as a resource mobilizer to assist the target (individuals, families, communities...), social workers will seek the necessary resources (internal and external forces) for problem resolution; with connector roles - for exploiting and introducing customers to services, policies and resources available in the community; The role of advocate/lobby the policies to protect the interests of the subjects in order for them to enjoy their services, policies and rights, especially in cases of being denied with services and policies to which they are beneficiaries.

The role of the social workers include mobilization for the integration of the most vulnerable persons into the social policy service system during the pandemic. Because the response platforms are provided by and within organizations while communities are at the receiving end, the participation in social

inclusion mobilization is paramount to ensure the social sponsor for vulnerable members or disadvantaged members of society. In order to complete this, policy advocacy can be undertaken at different levels of policy response depending on its relevance to current conditions. This could be done for short-term policies like cash transfers or distribution of in-kind items like food, etc. for the most economically disadvantaged households. On the other hand, policy advocacy could be done for long-term options, which would primarily revolve around providing the most affordable health care to the most vulnerable populations, investing in infrastructure health and social care, affordable housing, etc. The International Federation of Social Workers (IFSW), in 2020 had noted as a profession, it is the responsibility of social workers to advocate and lobby to strengthen and promote the advancement of health and social service systems which is important in protecting people against the virus, limiting the inequality, and minimizing both economic and social challenges. Besides, social workers must play a key role in mobilizing the combination between organization and the community so as to facilitate the best connection between the government-established care system and the community-based system such as welfare workers in community/district society, employees of child protection and employees of community development.

Previously, various degrees of unverified messages have been transmitted through different media platforms, especially social media during outbreaks of pandemic such as COVID-19, EBOLA, SARS,... most of them are misleading and can cause more harm to people. Effective communication, orientation and public education about the pandemic is a very important role which must be played by social workers regard to this development in order for society to be well informed about the true status of pandemic-related issues as well as to avoid causing social chaos due to fear, rumours or the neglect of appropriate authorities.

Emphasizing the importance of performing these roles which are consistent with the professional values of social work practice, including services, human rights, integrity, social justice, human dignity people, confidentiality, and human relationships. Besides, all "messages" must be composed with the hope, resilience and determination of the human spirit to get victory over all obstacles", especially in communication during the time of pandemic outbreaks like COVID-19 (Amadasun, 2020b).

Vietnam is a country with a large number of people to be in need of being helped from social work services, and in order to help disadvantaged people, the Communist Party and State have issued many guidelines and policies to gradually stabilize and improve the life quality for people so as to ensure the social security and socio-economic development of the country. Particularly, on March 25, 2010, the Prime Minister issued Decision No. 32/2010/QĐ-TTg, approved the Project on development of the social work profession for the period 2010-2020. In Vietnam, this Project is considered the foundation of social work to be turning social work into a professional career which is not only legally recognized by the State but also recognized by society so as to contribute the most useful things to promote economic development, equity and social progress with main purpose of building and developing the country.

In the health sector, social work was also formed right after the Ministry of Health issued the Decision No. 2514/QĐ-BYT on date of July 15, 2011, approved the project on development of the social work sector in health for the period 2010- 2020. On November 26, 2015, the Ministry of Health issued Circular No. 43/2015/TT-BYT stipulated the tasks and method of organizing the implementation of social work mission of the hospitals. It can be seen that, social work in hospitals is increasingly appreciated with main purpose of contributing valuable things to solve the necessary needs in health care so as to improve the quality of medical examination and treatment services as well as increase the people's satisfaction at any time of using medical services.

Addressing to welcome social activists, Prof. Dr. Tran Van Thuan - Deputy Minister of Health spoke in the speech, the health sector was one of the leading industries in developing the social work activities and public activities and the social work in the health sector has achieved certain encouraging results. Up to now, 100% of central hospitals, more than 90% of provincial hospitals, and more than 80% of district hospitals have rooms or social working groups. The proportion of full-time social workers, part-time social workers, and the network of social work collaborators are constantly increasing in both quantity and quality.

The implementation of social work activities in the hospitals from being just spontaneous activities, in favor of charity activities, has gradually turned into professional, diversified activity, and in line with the direction of social work highly appreciated by patients. "Especially, since the end of 2019 until now, when the COVID-19 epidemic broke out around the world as well as in Vietnam, social workers in hospitals had quickly adapted, actively activated, and coordinated with other units to effectively implement all measures to prevent and control the COVID-19 epidemic, with main purpose of significantly contributing possible things to the success of the whole industry today," said Deputy Minister Tran Van Thuan.

Speaking at the Celebration of Social Work Day, Ms. Lesley Miller, Deputy Representative of Viet Nam UNICEF congratulated the Ministry of Health on issuing the Social Work Development Plan in the Health Sector for the 2021-2030 period. Preciously, hospitals have social workers who silently dedicated, supported and provided all the necessary services to the most vulnerable persons. Simultaneously, Ms. Lesley Miller

recommended Government and the Ministry of Health to have a strong legal framework so as to define the roles and functions of social workers, the principles and values of the profession, standards and qualifications of social workers in order for social work profession to be properly invested in developing the professional capacity of social workers as well as creating an appropriate number of job positions for governmental social worker.

Bach Mai Hospital is a general one whose complete special class, after 111 years of establishment, talking about the role of social workers in the hospital, Assoc.Prof.Dr. Dao Xuan Co, Deputy Director in charge of management and Hospital operators said: social workers have played an important role in improving the quality of medical examination and treatment: supported objective groups, surmounted social difficulties to achieve effective care for best health. Social workers act as the connector to resolve conflicts between patients and medical staff, patients and patients, patients and their family members.

Protecting the patient's right to health care through counseling on relevant social issues for patients and their families during treatment, Social workers can also advise on patients' discharge plans and follow-up after discharge. Health care at home and in the community such as communication, health education could help specific groups recover, receive physical and mental development etc,...

Apart from that, social workers also help patients after treatment recover and reintegrate into normal family and community life. "The birth of the Department of Social Work has met the hospital's inevitable development needs, towards the goal of comprehensive health care "medical - psychological - social" so as to be gradually building, improving and maintaining the positive relationships between medical staff, patients and their family members in order to improve the satisfaction and quality of medical care in the hospital", confirmed by Assoc. Prof. Dr. Dao Xuan Co.

On September 15, 2016, the Prime Minister signed Decision No. 1791/QĐ-TTg decided to choose March 25 every year as Vietnam Social Work Day in order to honor the noble values and humanistic significance of the profession of social work; as well as recognize the role and contribution of social workers in participation of problems resolution for individuals, families, communities and society with main purpose of contributing their efforts to ensure the realization of human rights, equity, social progress, People's Happiness.

As the Chairman of the ASEAN Association of Social Work Professions for the period 2020-2021, Vietnam has closely incorporated with ASEAN member countries, the United Nations Children's Fund and relevant partners to promote the construction and finalize the Roadmap for the implementation of the Hanoi Declaration on Social Work Promotion towards an Adaptive and Cohesive ASEAN Community to submit to the 38th ASEAN Summit in October 2021. The Roadmap will further strengthen the catalytic role of social work in the ASEAN Community so as to contribute the possible resources to capacity of social workers and achieve the integration of vulnerable groups, with seven priority areas to actualize the 11 commitments of ASEAN Leaders rendered in the Hanoi Declaration.

The more developed the society, the more social work is needed. The appearance of social workers for health care in the community is a method to expand the health care network to people everywhere, at all times, to encourage them to actively participate in solving any health problems by their own ability with appropriate measures. Social work activities at the hospital are even more necessary considered as the most important factor needs to be promoted. The support of social workers has increased the satisfaction of patients and their families at any times of coming to the hospital for treatment.

The Western society began to witness new complex problems on a large scale, at the end of the seventeenth century, with the industrial revolution. Confronting with these problems, many charitable activities of individuals and organizations had been established to support individuals to overcome difficulties. However, the charity activities did not only change the situation, but also created a habit of dependence in disadvantaged groups. Charity activities can only provide temporary relief from pain without finding the root of the problem faced by subjects and without helping subject find a way to solve. In the mid-20s of the last century, social activists in the UK and the US had deeply understood the harmful effects of method by giving charity, had started to open the first short-term training courses on social work and applied the subjects of Psychology, Sociology, Economics, etc. to the training program. By the mid-twentieth century, social work had become a formal subject in most countries of the world, both in capitalist countries and in socialist ones. Today, an international network of social work has been formed in the world with many organizations such as: Association of Schools of Social Work, Federation of Social Professionals, Children's Security Protection and Organizations, Family Services, ... Many United Nations organizations such as UNDP, UNICEF, ESCAP have especially appreciated social work as a scientific and appropriate approach so as to promote social development in underdeveloped countries. Therefore, social work has become a profession respected by society in many countries around the world. The social work profession in Vietnam could be officially recognized since 2010 after the Prime Minister issued Decision No. 32/2010/QĐ-TTg on date of March 25, 2010 approved the Development Plan of social work profession in the period 2010-2020". Social work in the health sector was also shortly formed right after

Ministry of Health issued Decision No. 2514/QĐ-BYT on date of July 15, 2011 approved the Project of "Development of the social work profession in the Health sector" for the period 2011-2020" And most recently, the Prime Minister's Decision No. 1791/QĐ-TTg issued on date of September 15, 2016, decided to choose the date of March 25 every year as "Vietnam Social Work Day". As seen, the social work in hospitals is increasingly developing, playing an important role in improving the quality of medical examination and treatment, contributing their efforts to solve urgent needs in health care, improving the service quality as well as increasing people's satisfaction at any times of using health services.

At the hospital, social workers play an important role in improving the quality of medical examination and treatment. Social workers are responsible for supporting object groups to surmount the social difficulties in order to achieve the best health care efficiency, considered as a bridge to resolve conflicts between patients and medical staff, between patient and patient, patient and patient's family members. Protecting the patient's right to health care through counseling on relevant social issues for patients and their families during treatment; seeking the supportive services on the basis of ransacking and analyzing the social factors affected the patient's health; connecting supportive services for each patient; researching to provide evidence from practice to proposed policy; provide psychological relief for both patients, family members and medical staff... The social workers can also advise on the patient's discharge plan and follow up the patient after discharge. Health care at home and in the community such as: communication, health education, helping specific groups recover, develop physical and mental functions,... Besides, social workers also help patients after treatment take recovery and reintegration into normal family and community life. Apart from that, social work in the hospitals also has the mission of helping and finding the sponsors for patients whose difficult circumstances to implement the communication, public relations and join the training courses at the hospitals... Thus, social work in the hospitals really plays a very important role, the social work in the medical field also has had the clear direction. Hopefully, in the coming time, all levels of Party committees, authorities and the Health sector will continue to pay more attention to social work to so as to promote its effectiveness with main purpose of making a significant contribution to the protection, care and improvement of People's health.

IV. Conclusion

The social work profession is well equipped with great historical heritage and values, and social workers have a unique position to tackle the pandemic outbreaks like COVID-19.

Although the role of social workers in outbreak/emergency management is neglected in education curriculum for social work, the application of necessary skills during the pandemic outbreak still remained a long way to get through in positively impacting the lives of vulnerable people and society in general.

Social workers have a huge role to play because of being required counter-argument awareness from the social work profession in quick response to the COVID-19 pandemic. This includes the provision of adequate social assistance to the general population for specific at-risk populations such as infected patients, quarantined individuals, healthcare experts, etc., mobilizing for social merger for the most vulnerable persons, raising awareness of the pandemic, implementing mental health support strategies and community-based strategies to support individuals and psychologically vulnerable groups during the COVID-19 pandemic. Besides, the psychological impact of fear and anxiety caused by the rapidly contagious spread of the COVID-19 pandemic should be clearly recognized as a public health priority for both social workers, government and policymakers, and clear behavioral strategies so as to reduce the disease burden and severe mental health consequences of this outbreak will be rapidly adopted and implemented (Serafini và cộng sự, 2020).

This can give the social work profession a great opportunity to really create the premise for further interventions in order to present itself in a unique position to solve problems, as well as make an unfadable mark in the hearts of victims and survivors of emergencies and pandemics like COVID-1.

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