

學校社會工作專業人員多元壓力之探討

黃韻如

國立暨南國際大學社會政策與社會工作系博士班研究生

中文摘要

學校社會工作制度於公部門的發展，源自於 1997 年教育部辦理「國民中學試辦設置專業輔導人員計畫」，爾後台中縣、台北縣市及新竹市陸續以自編預算推動學校社會工作制度。制度是否得以長期穩定發展，除奠基於完整組織規劃、行政支持及與相關專業整合外，更需要社會工作專業人力提供高品質福利服務，但是五年的發展下來各縣市皆普遍呈現專業人力由於工作壓力大、體制不夠完整、角色定位不明確等而致更替頻繁，直接間接成為學校社會工作制度發展的隱憂，因此本文嘗試從四大部分探討學校社會工作的潛在壓力源，首先，社會工作者在以非社工主導的機構中所面對的角色困境，其次則為源自社會工作與教育專業的競合，第三則是學校社會工作制度於發展歷程中對專業人員的影響，最後則為現階段台灣社會工作制度對專業人員的角色定位，並進一步彙整探討出學校社會工作專業人員「專業合作」、「學校系統」、「制度系統」、及「專業推展過程」等四部份壓力，並嘗試由實務及國外文獻經驗回應，以期提供相關機構參考之。

關鍵詞：學校社會工作、專業壓力、角色定位

**The Study of Work-Related Stress Facing Social Work
Specialists in Public Schools**

Yun-Ju Huang

Doctoral Program Student

Department of Social Policy and Social Work

National Chi Nan University

Abstract

In Taiwan, the system of social work in the public school sector originated from the pilot project of the Ministry of Education in 1997. Initially, this involved providing professional counselors at junior high schools. Subsequently, the following localities also allocated funds to launch systems for school social work: Taichung County; Taipei City; Taipei County and Hsinchu City. A long-term stable development of the system requires comprehensive organizational planning, administration support, integration of related professions, and high-quality services provided by social work specialists. However, in the past five years, cities and counties have encountered several crises such as high turnover rates for social work professionals because of work-related stress, a deficient support system, and role ambiguity, etc.

Therefore, the study investigated several sources of stress which could be affecting social work specialists in the public schools, including (1) the difficulties school social work specialists face in a school which does not value social work; (2) role conflicts between teaching and social work; (3) job insecurity because of fluctuating decision-making within the system; and (4) role ambiguity from different directions, such as the school bureaucracy, professional interests, government bureaucracy, and demands from clients. Through literature review and the author's personal experiences, this paper proposed suggestions to resolve those issues.

Keywords: social work, stress, professional role.