

Tuning In To The Leaders

Social Service Institute, Friday, October 23, 2015

S\$1.00

Ms Agnes Chia



Miss Agnes Chia graduated with a Bachelor of Science majoring in Economics and also a Masters of Social Sciences (Social Work) from the National University of Singapore. She began her career in the social services since 2000 and joined Care Corner in 2001. It was then when she began working with families, groups and micro communities. Miss Chia is currently Group Director of Care Corner Singapore Limited overseeing five family services centres, a family violence specialist centre (Project StART) and an early intervention child services unit under its Family and Community Services Group. Miss Chia is also well-versed in social leadership, social administration and organizational development for the non-profits. She serves as the President of the Singapore Association of Social Workers and volunteers her time in several other boards and committees in the social service sector.

Miss Chia's passion lies in locality development and community organization. She has developed and implemented several community programmes and local self-help programmes through the family services centres in Care Corner. Other than having worked in the family services, Miss Chia also leads Care Corner Project StART. She spent the past few years working on developing and providing specialist services to support persons affected by family violence. Miss Chia's work involves assisting persons who experience spousal violence, elder abuse, child abuse as well as disability abuse.

Chapter 1: This is How I Think it Got Started



"When I proceeded to secondary school, I began to consider what my values, convictions and beliefs about life would be. I started to get very interested in reading the newspaper and some of the articles fascinated me."



"The issue of unemployment and social protection impressed upon me a lot."



"I then decided that I should study macroeconomics as it explores the distribution of income and public goods."



"I joined Singtel because I was concerned about how the poor and marginalised would get access to basic public goods such as communication even after corporatisation"



"During my time at Singtel, some friends introduced me to social work. I started off freelance at Fei Yue (Bukit Batok), working with youths. And that was the start of my social service journey."

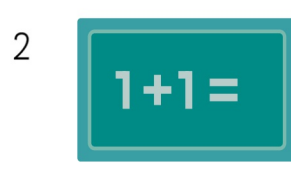
Chapter 2: Shaping my Social Work Orientation

• Six Systems of Social Welfare •

that Social Workers should be concerned about



Healthcare



Education



Social Services



Employment



Income Maintenance



Housing

Kammerman and Kahn

• my Defined Domains of Social Work Practice •

Population Groups

Social Work serves the vulnerable and marginalised



Social Work works in-and-Between Systems, Structures, Ecologies

Practice Boundaries & Jurisdictions

Values

Normative Needs: Rights, Protection, Safety & Well-being



Community Work is a Social Work paradigm

Practice Modes

Chapter 3: A New Challenge

• Adapting to increasing complexities •

Social work must inform itself of advances in the knowledge base of the modern natural sciences and social sciences, particularly those that explain the changing construction of different systems and the way the world works.



Social workers' focus should be on working at the borders of evolving systems, effecting the 'climates' that can sustain those conditions essential to maintaining human life and well-being.

Chapter 4: Mind and Being



Being a Thinking Social Worker

As Social Workers, we have to be intentional to think beyond the HERE and NOW.

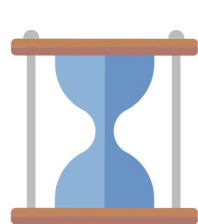
Constantly Engaging in the "Use of Self"

Work through your personal difficulties Leading SELF to Lead OTHERS



Chapter 5: Why am I still where I Am?

I Believe...



Things happen over time



It might take a generation for things to change



Social Work is a Marathon



Being Pluralistic: engaging in different committees and boards in the sector for a wider learning experience

Don't expect a perfect match. There is bound to be some tension, at some time, between you and your role. It's valuable to understand what you strive for, what you enjoy, what you tend to avoid. And to identify the areas where you feel confident, as a person, an expert and a leader. Comparing yourself with your role enables you to seek out the satisfactions, anticipate the frustrations and manage your performance regardless.