

### **What is school social work and who is it aimed at?**

School social workers provide counseling services to children and adolescents, parents and teachers.

**Children** receive prompt and straightforward help and support if needed. School social workers help to solve problems. Fears, worries, disputes or just questions about the best way of working and playing together can be discussed in a safe place and solutions can be worked out. Children are guided either alone or in groups.

**Parents** can contact School social workers, who are concerned about a child's development or worry about a specific situation in school.

**Teachers** can also discuss difficult situations regarding individuals or groups with the school social worker. Most problems tend to be dealt with as a group as this has better results usually.

School social workers stimulate relevant **school projects** and/ or **school activities** for the whole school as well as for individual classes upon request.

### **How can school social workers be contacted?**

School social workers are present at school during school hours and can be reached either by **e-mail**, **telephone** or **personal contact**.

Counseling services are usually **voluntary** and often initiated by a teacher.

The services are completely confidential – the social worker is bound by law to keep all information **confidential**.

The service is **free of charge**.

### **When should parents contact a school social worker?**

- If they worry about their child's development.
- If they are concerned about a school issue.
- It is always wise to approach a school social worker sooner rather than later or come too frequently rather than remain troubled.
- **Even if you feel an issue has no way of being resolved, the school social worker usually can help.**