

# Research on the construction of social work emergency response system

Daichao Cheng, Ling Long

Faculty of Law and Public Administration, Yibin University, Yibin, Sichuan 644000, China

**Abstract:** Public crisis events have the characteristics of sudden, unknown and destructive, which pose a great threat to people's physical and mental health and test the level of emergency response system construction. As the provider of social services and the participant of social affairs, social work needs to build an effective emergency system from the aspects of emergency plan, emergency system, emergency action, emergency guarantee, emergency support, etc., and improve the professionalism of social work's intervention in public crisis events.

**Key words:** public crisis; Social work; Emergency response system

Public crisis events pose a major threat to people's physical and mental health, and also bring huge challenges to the social work emergency service system. Emergency capacity and service efficiency of public crisis is an important test of professional social work, and an important indicator of measuring and reflecting the professional level of social work in our country, it is not only a strategic task for the development of social work, but also an important part of the government emergency system. China's social work industry needs to prepare for public crisis emergencies, make strategic plans from the aspects of emergency plan, emergency system, emergency action, emergency guarantee, emergency support, etc., establish an effective social work emergency response system, and enhance the professionalism of social work intervention in public crisis events.

## I. Preparedness: Emergency plans for social work

As a provider of social services and a participant in social affairs, social work should have its own unique professional status in public crisis emergencies. Effective participation in all stages of public crisis response, the formation of a rapid response of professional forces, timely and effective allocation of social work colleges and social organizations scattered professionals and resources, is an important embodiment of the professional level and efficiency of social work to deal with crisis affairs. From The State Council to all provinces and cities, there are all kinds of emergency plans at all levels, and social work emergency plans should be incorporated into the national emergency management system to play an important professional advantage of social work in responding to public crisis emergencies. Social work emergency plan is a comprehensive and operational professional emergency plan formulated in advance for potential or possible public crisis events, in order to ensure rapid response, orderly participation and professional services, and reduce the adverse impact of public crisis events on people's life, physical and mental health, social support and other aspects. As the starting point of the emergency response system, the emergency response plan plays the role of emergency planning, program and guide, and is a professional guide for the implementation of early warning, prevention, intervention, intervention, supervision and evaluation. To formulate the emergency response plan for social work, we should not only draw on the emergency response experience of foreign social work, but also summarize, refine and reflect on the regular practices in China's relevant professional experience, give full play to China's political and organizational advantages, and form an operable emergency action plan according to the development characteristics of China's social work. Social work emergency plan should include command system, emergency team, emergency process, security measures, support and supervision and other complete and scientific professional plan, the plan is based on the life cycle principle of public crisis events, in accordance with the three main stages of early warning and monitoring, emergency response, post-treatment preparation of social work emergency participation action plan. To establish a comprehensive professional emergency response model. The plan provides technical and ethical guidance for social work emergency command and front-line social workers to implement professional actions in crisis situations, which can reduce problems such as delayed intervention caused by the uncertainty of public crisis emergencies.

## II. Orderly participation: the emergency system of social work

Social work has accumulated rich experience in the field of disaster social work, and has a strong ability to respond quickly to natural disasters such as earthquakes, while the rapid response mechanism to public emergencies lags behind. Social work lacks experience in dealing with different public crises, and the service system of classification and classification of disasters has not fully established a rapid response system when dealing with complex and international public crises. The emergency response system should solve four important problems: First, the command relationship should be clarified, and a high-standard and authoritative social work emergency command organization should be established to organize, coordinate and direct the response work to public crisis emergencies. Second, a social work expert advisory committee for public crisis emergencies should be established to participate in the formulation of national emergency plans and provide expert guidance on national emergency management. Third, it is necessary to establish a comprehensive social work emergency response team. Once a catastrophic public crisis occurs, experienced social work experts will quickly form an emergency response team to participate in the early warning, prevention and control, and follow-up work of public emergencies throughout the process. The fourth is a cross-regional professional coordination mechanism to complete cross-regional social work emergency response through organizational

integration, personnel integration, resource integration and information integration. Social work emergency services for major public crisis emergencies should have an emergency response mechanism of rapid formation of teams and cross-regional support. The emergency response system of social work follows the principle of unified leadership and comprehensive coordination, with the extensive participation of teachers and students of social work universities, professionals of social organizations, and social volunteers, and orderly mobilization of various social organizations and community people to participate in public emergency services.

### **III. Rapid response: emergency response mechanism of social work**

From the perspective of time series, the development and evolution of public crisis events are mainly divided into the following stages: first, the early warning stage, that is, the precursor appears before the outbreak of the crisis; Second, the emergency treatment stage, namely crisis prevention and control and clinical services; Third, the protracted phase, in which the crisis is under control but not completely resolved; And the final stage, in which the crisis is completely resolved. According to the evolution process of public crisis, the social work emergency response mechanism needs to correspond to several stages of the development of public crisis according to different characteristics of the development life cycle of public crisis. Therefore, the social work emergency response mechanism includes: prevention and early warning monitoring mechanism, emergency decision-making and coordination mechanism, professional response mechanism, community mobilization mechanism, professional information notification mechanism, emergency guarantee mechanism, remote support and supervision mechanism. The prevention and early warning mechanism is the basic action of the emergency process, and its core is the capacity building of social work emergency response. Social work professionals should participate in the process in time order, intervene in stages, and provide support for practice through top-level design and resource integration .

### **IV. Community-oriented: emergency action of social work**

Social vulnerable groups are high-risk objects in public crisis events, and it is difficult to rely on a single force to achieve efficient, comprehensive and flexible crisis response, while various social organizations, voluntary forces and community self-organizing crisis awareness and crisis response capabilities have become important forces in public crisis response. From the perspective of effective response to public crisis, the community is the first line of public crisis management and the defense line to avoid the expansion of the crisis. It is necessary to mobilize the community residents, absorb all kinds of social forces as much as possible, mobilize all kinds of social resources to jointly deal with the crisis, build a community defense line for crisis response, and form an emergency network of the whole society. Community is also the main front of social work and the main platform for social work to give full play to its professional advantages. The emergency response of social work should be family-centered and community-oriented, mobilizing community residents to help themselves and help each other, and improving the ability of families and community residents to cope with crises. In emergency operations, it is necessary to pay attention to the needs and problems of families, and provide necessary support and help to enhance the coping ability and stability of families. By mobilizing community residents to help themselves and help each other, the inner strength of the community can be further stimulated, and the community's capacity for self-assistance and self-development can be improved. In short, the community-based social work emergency response action needs the joint participation and efforts of multiple subjects, through strengthening the prevention, preparation, response and recovery and other aspects of the work, to improve the community's emergency response capacity and level. At the same time, we should carry forward the spirit of community self-help and mutual assistance in crisis, promote community education, cultivate community organizations, repair community relations, improve community resilience, promote community recovery, and do a good job in the reconstruction of community culture and spirit.

### **V. Legal intervention: Emergency guarantee of social work**

At present, China's legal system for emergency management is basically in place. There are 35 laws, 37 administrative regulations, 55 departmental rules and 111 relevant legal documents for responding to public emergencies, which contain both comprehensive management and guidance provisions and mandatory requirements for local governments. The Law of the People's Republic of China on Response to Public Emergencies is a basic law in the field of emergency management in China. Previously, in public crisis response, there was no specific law to guide social work to carry out services, and the division of responsibilities of volunteers and social workers was not stipulated from the legal level, resulting in unclear intervention channels in the process of major public emergencies. In fact, the more important thing for emergency intervention is to unify the powers and responsibilities of social work in handling public events in relevant laws, determine the rule of law principle for social work to intervene in emergency situations according to law, give play to the normative role of law in social work intervention, and ensure that social work exercises the right of emergency intervention within the scope prescribed by law. It is also necessary to ensure that this power is effectively supervised by society and the public. The law stipulates the powers and responsibilities of social work in handling public incidents in a unified manner: The role, responsibilities and powers of social work in emergency intervention are clearly defined in relevant laws, which can ensure that social work has a clear legal status and action framework. Social work in emergency intervention needs to have a certain legal authorization in order to effectively coordinate resources, provide support and intervention, but also need to clarify its responsibilities and obligations in law to ensure the quality and effectiveness of services. First, determine the rule of law principle for social work to intervene in emergency situations according to law. Social work should follow the rule of law principle in emergency intervention to ensure that its actions are legal and compliant. The second is to give play to the normative role of law in social work intervention, clarify the basic requirements, procedures and standards for social work intervention in emergency

situations, and provide guidance and norms for social work. The third is to ensure that social work exercises the right of emergency intervention within the scope of the law. In emergency intervention, social work must strictly abide by the law and shall not exceed the scope authorized by the law. Since 2020, relevant departments have issued a series of notices and measures, which clearly include social work in the overall deployment of public crisis response, and point out the focus and direction for social work services. The government should incorporate social work into the national emergency management system, further improve the relevant legal system, clearly provide institutional guarantee for social work's legal intervention in public emergencies, provide platforms and carriers for social work to give full play to its advantages, clarify the role and responsibilities of social work, and realize the legal intervention of social work in the emergency management system of public emergencies.

## VI. International cooperation: Emergency support for social work

To effectively deal with sudden public crises, it is necessary to strengthen the cooperation of social work professionals on a global scale, promote the learning and exchange of international social work crisis response, strengthen the social work support to third world countries, and form a social work emergency support system for global crisis response. First, strengthen the global cooperation of social work professionals. When responding to sudden public crises, social work professionals from different countries can share experience, knowledge and resources to jointly address challenges. Through international cooperation, the development and progress of the social work profession can be promoted, and the ability to respond to public crises on a global scale can be improved. The second is to promote learning and exchange on crisis response in international social work. Social work professionals from different countries can learn from each other, exchange experiences and best practices, and jointly improve crisis response capacity. By holding international seminars, training courses and other activities, the contacts and cooperation among countries can be strengthened to promote the progress and development of social work crisis response. Third, we should strengthen social work support for third world countries. Third world countries may face more difficulties and challenges in dealing with sudden public crises. International social work organizations and other relevant institutions can provide technical assistance, financial support and training to help these countries strengthen their social work systems and improve their ability to cope with crises. Fourth, develop an emergency support system for social work in response to global crises. Through strengthening global cooperation and exchanges, an emergency support system of social work for global crisis response can be gradually formed. This system can include social work professionals from various countries, international organizations, governments and non-governmental organizations to work together to provide strong support and assistance for coping with public crises on a global scale.

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