

## **INCAZELO YOMHLABA NGOMKHAKHA WEZENHLALAKAHLE**

### **(GLOBAL DEFINITION OF SOCIAL WORK PROFESSION)**

Ezenhlalakahle ziwumkhakha ombandakanya ukwenza umsebenzi ophathekayo, uqeqesho lwezemfundo olukhuthaza uguquko lwezenhlalo nokuthuthukiswa komphakathi, ubumbano lomphakathi, ukugququzela nokukhululeka kwabantu. Imigomo yobulungiswa, amalungelo esintu, ukubamba iqhaza, nokuhlonipha ukwehlukana kwezinhlanga kuseqhulwini emkhakheni wezenhlalakahle. Ngokusekelwa imibono ehlukehukene yezenhlalakahle, ubuchwepheshe bezenhlalo, ubuntu, nolwazi loMdabu, ezenhlalakahle zixhumanisa abantu nezakhiwo ezilwisana nezingqinamba zempilo ziphinde zithuthukise nempilo jikelele.

Lencazelo engenhla ingaguquququlwa ngokwamazinga ezwe futhi/noma awezifunda.

### **UKUCHAZWA (COMMENTARY)**

Ukuchazwa kusiza ukwembula amagama abalulekile asetshezisiwe kulencazelo, lapha amagama achazwe kabanzi yilawo aqondene nomsebenzi ngqangi, imigomo, ulwazi nomsebenzi ophathekayo ngezenhlalakahle.

### **IMIGOMO NGQANGI (CORE MANDATES)**

Imigomo ngqangi yezenhlalakahle ifaka ukugququzelwa koguquko lwezenhlalo ukuthuthukiswa komphakathi, ubumbano, ukubuyiselwa kwamandla kubantu kanye nokukhululeka kwabo.

Ezenhlalakahle ziwumkhakha ombandakanya ukwenza umsebenzi ophathekayo kanye noqeqesho lwezemfundo olubhekna nokuxhumana ngokomlando, ukuhlalisana nomnotho kubantu, amasiko, uhlelo ukuhlelwa kwezindawo, izizathu ezibandakanya iziqu zabantu ezibanikezela ngamathuba/ noma

nezingqinamba ezinomthelela kunhlalakahle kanye nentuthuko yabantu. Izingqinamba ezakhekile zinomthelela ukubhebhezela ukungalingani, ukucwasana, ukuxhaphazeka kanye nengcindezi kubantu. Ukuthuthukiswa kolwazi ngokubheka izisusa zezakhiwo zengcindezelelo kanye / noma ukunikezela ngesihle, ngokuhambisa nezimo ezifaka ukwahlukana ngobuhlanga, ukungalingani, ulwimi, inkolo, ubulili, ukukhubazeka, isiko kanye nendlela yokuzibheka ngobulili, kanye nokuthuthukiswa kwamaqhinga okubhekana nezingqinamba ezakhiwe nalezo eziqondene nomuntu uqobo ziseqhulwini ekukhululweni kwezimfundiso zenkululeko lapho inhloso kuwukugqugquzela kanye nokukhululwa kwabantu. Ukubambisana nalabo ababebandlululiwe, umkhakha wezenhlalakahle usebenza kanzima ukunciphisa ubumpofu, ukukhulula abasengcupheni kanye nabacindezekile, nokugqugquzela ukumbandakanyeka kwabantu bonke kanye nokubumbana kwabo.

Umsebenzi wokuguquka kwabantu uncike ekungeneleleni kwezenhlalakahle lapho isimo samanje, esigabeni somuntu, umndeni, iqoqwana labantu, noma umphakathi, sibonakala sidinga ushintsho kanye nentuthuko. Lomsebenzi uphinde uncike kusidingo sokulwisana kanye nokuguqula lezozimo ezikhandekile eziqhubezela phambili ukwahlukaniswa, ukucwasa, kanye nokucindezeleka kwabantu. Izinhlelo zenguquko yabantu zibheka ukubaluleka kwabantu ekugqugquzeleni amalungelo abantu kanye nomnotho, indawo lapho kuphilwa khona kanye nobulungiswa. Umkhakha wezenhlalakahle uphinde uzibophezele ukugcina ukuthula emphakathini, ikakhulukazi uma kungekho zimo ezisetshenziswa ukubhebhezela ukwahlukanisa, ukwahlukaniswa noma ukucindezela noma ngabe iliphi iqembu labantu.

Ukuthuthukiswa komphakathi kufaka amaqhinga okusiza, izinhlelo ezithile, nenqubomgomo ehambisana nezinhlelo ezibandakanya ezizimele kanye nalezo ezilawulwa uhulumeni. Ukuthuthukiswa komphakathi kuncike kuzinhlelo ezididiyelwe okuhlanganisa ukusebenza komzimba- umqondo- nokuxhumana

kwabantu, ukubuyekezwa kwenkolelo nokungenelela okufaka ukwahlukana kwamazinga empilo, kufake izigaba ezahlukene kanye nokuhlangana nokubambisana kwemikhakha ehlukeni emazingeni ahlukeni, esiza ukuthi kubenentuthuko eqhubekayo. Iphinde ibeke ngezigaba izakhiwo zokuhlalisana kwabantu, ukuthuthuka komnotho, ngalokho iphikisana nombono wokubeka umnotho ezingeni elingaphezulu kwenhlalo yabantu

## **IMOGOMO (PRINCIPLES)**

Imigomo nqangi yezenhlakahle inhlonipho yobuntu, ukungalimazi, inhlonipho yokwehlukahlukana kwabantu kanye nokugcina ukuhlonishwa kwamalungelo abantu nobulungiswa.

Ezenhlalakahle ziqhakambisa ukumelana nokugcinwa kwamalungelo abantu kanye nobulungiswa. Umkhakha wezenhlalakahle uyakuqonda ukuthi amalungelo abantu kumele ahambisane nokubamba iqhaza. Umbono wokubamba iqhaza uqhakambisa ukuthi amalungelo omuntu ngamunye angafezeka nsukuzonke kuphela uma abantu ngokwabo bezimbandakanya ekusizeni abanye abantu nemvelo, kanye nodala ubudlelwano obubumbene emiphakathini. Ngalokho ezenhlalakahle zibhekane kakhulu nokumelana namalungelo abantu ngokwamazinga onke, nokugququzela imiphumela lapho abantu bebamba iqhaza ukusizana, baqonde futhi bahloniphe ukudingana kwabo nokuxhumana nemvelo.

Ezenhlalakahle zibungaza amalungelo afaka womathathu amazinga. Izinga lokuqala lifaka amalungelo ezombusazwe nawemiphakathi, njengokukhuluma ngokukhululeka, ukuba nonembeza nokuvikeleka ekuxhashazweni nokuboshwa okungafanele; Izinga lesibili lifaka amalungelo ezomnotho emiphakathini kanye nawamasiko, okufaka ukufunda nokufundisa, ukunakekelwa kwempilo, ezezindawo zokuhlala kanye nokuvikeleka kolwimi lwalabo abayingcosana ezweni; Izinga lesithathu lifaka amalungelo abhekane nezwe nendalo ngokwehlukana kwayo nokulingana ngokwamazinga ahlukeni. Lamalungelo

anendlela yokuhlanga nokuxhumana futhi alungele umuntu ngamunye kanye nalabo abayidlanzana.

Kwezinye izikhathi “ukungalimazi” “nokuhlonipha ukwahlukahlukana” kungabonakala kunokunqubuzana nokuncintisana kwezinto ezibalulekile, isibonele lapho isiko lisetshenziswa ngokungafanele ukuxhaphaza ilungelo lalabo abayidlanzana, njengabesifazane kanye nalabo abathandana nabanye abanobulili obufanayo. Izinga lomhlaba wonke lezokufundisa nokuqeqesha kwezenhlakahle libhekana nalesisimo nokukhuthaza ukuba usonhlalakahle bafundiseke ngendlela eqondene namalungelo abantu, kunencazelo efundeka kanje:

*Lendlela ingakhuthaza ukubekana ngokwakhayo nokwenza uguquko lapho*

*izinkolelo zamanye amasiko, okubalulukile, nezinye izinqubo zilwisana*

*namalungelo abantu. Njengoba isiko lakhiwa ngokuhlanganyela, lingaba*

*sesimeni sokubuyekezwa nokuguqulwa. Loku kubhekana ngokwakhayo,*

*ukubuyekezwa nokuguquka kungakhuthaza ukuqonda izinto ezibalulekile*

*ngesiko limbe nemikhuba yalo kuze kufike lapho kuba nokuxoxisana nabantu*

*balelosiko ngezinto ezifaka amalungelo abantu.*

## **ULWAZI (KNOWLEDGE)**

Ezenhlalakahle zifaka kokubili ukubonisana nokuthelelana kwemikhakha, zibuye zithole ulwazi ngokomqondo nangophenyo. Kulendaba “ubuchepheshe” buchaza “ulwazi”. Ezenhlalakahle zisebenzisa imibono enhlobonhlobo ehlala njalo ngokukhuliswa, uphenyo longoti, imibono yeminye imikhakha

eyambisana nelwazi ngabantu, iphinde ifake ulwazi lomkhakha wezokuthuthukiswa komphakathi, ezemfundo ngomphakathi, ezokuhlalisana kwabantu, ezihlanganisa abantu nendawo abahlala kuyo, ezomnotho, ezemfundo, ezokuphatha, ezobuhlelengikazi, ezokweluleka ngezengqondo, ezempilo yomphakathi nezokuphila kwabantu. Uphenyo nemibono esetshenziswa ezenhlakahle ihluke ngoba igxile ezintweni ophathekayo futhi onokukhulula abantu. Uphenyo oluningi kanye nemibono yezenhlakahle yakhiwe ngokuhlanganyela nokubonisana nabahlomulayo ngakho incike ekwenziweni komsebenzi obonakalayo emphilweni.

Lencazelo ehlongozwayo iyakuqonda ukuthi umkhakha wezenhlakahle awuncikile nje emsebenzini obonakalayo wempilo yabantu kanye nemibono yase Ntshonalanga, kodwa ifaka nolwazi loMdabu. Enye yezinto ezasala emuva kokufika kwabaseNtshonalanga ububukeleka phansi kolwazi loMdabu kwaqhakanjiswa imibono nolwazi lwaseNtshonalanga, ngaleso sizathu ulwazi lomdabu lwabonakala lunganakeki. Incazelo ehlongozwayo yezenhlakahle izama ukumisa iphinde ibuyekeze lesisimo, ngokuqhakambisa ukuthi abantu bomdabu ezweni jikelele, kuzwekazi noma endaweni banemibono ngezinto abaziqhakambisayo, ulwazi lwabo, indlela yokudlulisela lolulwazi kanti futhi babambe elikhulu iqhaza kwezobuchwepheshe. Umkhakha wezenhlakahle uzama ukubuyekeza umlando waseNtshonalanga wezobuchwepheshe ngokuqhakambisa nokuthola ulwazi kubantu bomdabu emhlabeni wonke. Ngalandlela ulwazi lwezenhlakahle luzokwazi ukwakheka kabusha ngosizo lwabantu boMdabu, ikakhulukazi lapho lolulwazi lusethsenziswa emhlabeni wonke kungekuba sendaweni ethile kuphela. Lulandela eumsebenzi woMhlabuhlangene (United Nations), uhlelo lwe IFSW abantu boMdabu bachazwa ngezindlela ezilandelayo:

- Bahlala (noma abaqhakambisa ukusondelana ne-) endaweni ethathwa njengendawo yobabamkhulu.

- Baqhubezela ukuhlalisana kwabantu, umnotho kanye nezinhlaka zombusazwe.
- Baphokophela ukuqhubeka bahluke kwabanye ngokwesiko, ngendawo abahlala kuyo nangezinhlaka zabo, kunokuba bazibone beyingxenyeyomphakathi wonke ezweni.
- Bazibona bona ngokwabo bengaboMdabu noma beyisizwe.

## **UKUSEBENZA OKUPHATHEKAYO (PRACTICE)**

Ukuhlonipheka nomsebenzi ngangi wezenhlalakahle uncike ekungeneleni ezingeni lapho abantu bexhumana khona nendalo. Indalo ifaka izinsiza zomphakathi lapho abantu bekhona, nezemvelo, indawo okuhlalwa kuyo, futhi edlala indima ezimpilweni zabantu. Izindlela zokubamba iqhaza ezinhlelweni zokucwaninga eziqhakanjiswa umkhakha wezenhlalakahle zibonakala kanje “Ihlanganisa abantu nezinhlaka ezilwisana nezinkinga zempilo futhi ezikhuthaza impilo jikelele.” Ezenhlalakahle zizama ngendlela uonke ukukhuthaza ukusebenzisana nabantu kunokubasebenzela. Ukuhambisana nohlelo lokuthuthukiswa komphakathi, osonhlalakahle basebenzisa ulwazi olusabalele, izindlela, amaqhinga, imigomo nemisebenzi ethile emazingeni ezinhlelo ezihlukene, okuqondiswe ngakho ukuqhubeka futhi/ noma kuguqulwe imizamo yalezonhlelo. Umkhakha wezenhlalakahle ufaka imisebenzi esabalele efaka usizo nokwelulekwa okunhlobonhlobo, umsebenzi ofaka amaqoqo kanye nomsebenzi ofaka imiphakathi; ukwakhiwa nokucutshungulwa

kwenqubomgomo; nokukhulumela abanye kanye nokungenelela

kwezokubuswa kwezwe. Ngasohlangothini lokukhululeka kwabantu, lencazelo igqugquzela amaqhinga ezenhlalakahle anenhloso yokukhuphula ithemba kubantu, ukuzethemba nezinga lokucabanga elibhekana futhi lilwisane namandla engcindezelo nezinhlaka zokungabi nobulungiswa, ngakho ihlanganisa ukungenelela ngemazinga amancane- namakhulu, nalawo aqondane

nomuntu- izinhlelo zokubuswa kwezwe. Umbono ophelele wezenhlalakahle uvuleleke umhlaba wonke, kodwa ukubaluleka komsebenzi ophathekayo uzohluka ezweni ngalinye, futhi ezikhathini ezahlukene ngokuncike emigomeni efaka umlando, ukubuswa kwezwe kanye naleyo ehlanganisa ukuphila kwabantu nomnnotho.

Kuwumgomo wosonhlalakahle emhlabeni wonke ukuvikela, bakhuphule izinga futhi baqonde izinto ezibalulekile nemigomo ebaluliwe kulencazelo. Incazelo yezenhlalakahle ingenza umehluko kuphela uma osonhlalakahle bezinikela ezintweni ezibalulekile nakumbono oqondane nalencazelo

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