

## Video Transcript: Social worker: San Bernardino County Child Family Services

I started as a social service practitioner with the county of San Bernardino in 2013.

I was fresh out of grad school and very excited to work with children and families.

I remember when I started working as social worker that I was excited to just get in there to get involved with the families. To work with the kids, interact with the families and provide them with the services that they need to be able to sustain their lives on their own, independently.

One of the challenges for me was accepting the fact that I would never be completely done with all my work. That there's always work, there's more work than there's work hours in the day.

As a social worker, a child welfare worker deals with very difficult and sometimes very challenging situations where parents are struggling with maintaining their kids in their homes.

it's not a nine-to-five job we may have to work on holidays on the weekends.

You know you are trying to balance it with family time, but there are going to be days when crisis has happened. Or just the type of the work that we do things may come up that would require attention to be able to ensure the children's safety and well-being in their homes.

Another challenge is that there are going to be days where we have higher caseloads This job is very complex, there are different positions within the specific duties and obligations that we have.

There are resources for us to reach out to, it's okay to ask questions. It is in fact we should be asking questions and collaborating with our colleagues and supervisors and management on how we can best service our families.

We work as a team; teamwork is very important and the support that we receive makes all the difference in the world. The effort and the time that we put in to work with the most vulnerable children and families that relationship that we are able to build with them along the way goes a long way.

A lot of the times families just want someone who's there to listen and who's compassionate enough to listen to them and without judging them.

Help them recognize their strengths and what would work best for them to ensure their kids safety, permanency and well-being.

As a social worker, it's very rewarding to know that you've just been able to make a difference in someone's life. I think we all get involved with this field because we care about children and families.

We value the importance of human relationships, so it's important to know that you are doing what you are hoping to do and the difference you're hoping to make in someone's life.