



Managing People in the Personal Social Services

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- Focuses on front-line workers and their difficulties and responsibilities for managing themselves, their time, and the demands made upon them
- Addresses issues concerning workload measurement within a professional organisation — The difficulties and the benefits
- Offers practical suggestions on value for money, efficiency and staff welfare

People with problems and needs caused by personal and family upsets, poverty, poor housing, unemployment, discrimination, anti-social behaviour etc., require a professional and humane social service. Dealing with these people, their problems and frequent emergencies can be both stressful and chaotic.

MANAGING WORKLOADS IN THE PERSONAL SOCIAL SERVICES is a consideration of the ways in which front-line workers, such as social workers, probation officers, occupational therapists, health visitors, and others, can efficiently approach the task of managing these varied and competing demands.

The book is based on a balance between theory and practical applications of workload management schemes. It not only covers the reality of the task but also seeks to offer practical and workable suggestions.

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