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Exploring occupational purpose and perils experienced by residential Child and Youth Care Workers in Johannesburg South

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Exploring occupational purpose and perils experienced by residential Child and Youth Care Workers in Johannesburg South

A report on a research study presented to

The Department of Social Work

School of Human and Community Development

Faculty of Humanities

University of the Witwatersrand

In partial fulfillment of the requirements for the degree Master of Arts in the field of Occupational Social Work

By

Lungile Seane

September 2021

DECLARATION

I, Lungile Seane, declare that the research report **"Exploring occupational purpose and perils experienced by residential Child and Youth Care Workers in Johannesburg South"** is my original unaided work. I have acknowledged and correctly referenced all the sources I have used.

Signature: l.c.seane Date: 09 September 2021

Miss. L. Seane

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ABSTRACT

Child and Youth Care Work is one of the fastest-growing professions within the Social Welfare field, with over 5000 members of the National Association of Child Care Workers (NACCW) in South Africa. In the study, the researcher explored occupational purpose and perils of CYCWs. The research approach of the study used was qualitative and exploratory. The researcher collected data through individual, face-to-face, semi structured interviews involving 12 participants, and it took the form of a case study design. The interviews were conducted in English and participants were encouraged to add comments in their home language, which helped the flow of the interviews. Purposive sampling was used to recruit participants from two Child and Youth Care Centres. The interviews took place at Villa of Hope CYCC and The Salvation Army Bethany/Bethesda, located in Johannesburg South. The data analysis was achieved using content analysis through the transcribing of audio recordings of the conducted interviews. Job Demand Resources theory was employed. The study revealed that, the purpose of CYCWs is to attend to the basic needs and oversee the children's daily activities. During thematic analysis, the researcher identified that perils experienced by CYCWs in their work environment are exhausting daily routine, inadequate working conditions, low salaries, professional recognition, difficulty in administering discipline to children, mental exhaustion, lack of professional progression, bullying/abuse from the children and stress. The study discovered that, participants use resilience and emotional regulation as coping strategies to deal with the perils that they experience in their work environment. The researcher provided feasible interventions based on the identified perils that could help create a better working environment for CYCWs in residential care facilities.

KEY WORDS

Child and Youth Care Workers, Child and Youth Care Centres, Non-Profit Organization, Occupational Social Work, Perils

ACRONYMS

AIDS – Acquired Immune Deficiency Syndrome

BQCC - Basic Qualification in Child Care

CYCWs – Child and Youth Care Workers

CYCC – Child and Youth Care Centers

CCW – Child Care Work

DSD - Department of Social Development

FET – Further Education and Training

HIV – Human Immunodeficiency Virus

HREC - Human Research Ethics Committee

JD-R model – Job Demand Resources Model

NGO – Non-Government Organisation

NPO – Non-Profit Organisation

NQF – National Qualifications Framework

NACCW – National Association of Child Care Workers

OSW - Occupational Social Work

SA – South Africa

SACSSP - South African Council for Social Services Professionals

UNICEF – United Nations Children's fund

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CHAPTER ONE

1.1. INTRODUCTION

The fundamental roles of Child and Youth Care Workers (CYCWs) in residential care facilities are to provide developmental interventions to children with emotional and cognitive disturbance as a result of being exposed to abuse, neglect, and being from disadvantaged backgrounds. The interventions by CYCWs are aimed at care and re-integration. Childcare focuses on promoting coping and life skills for children removed from hostile environments exposing them to harm and abuse. According to Barford & Whelton (2010), Child and Youth Care Workers are the front-line professionals within human and social welfare. CYCWs are constantly involved and in contact with children in residential care and are responsible for all the needs of the children and youth in their care daily.

The constant increase in social ills such as poverty, abuse, and neglect has resulted in the demand for Child and Youth Care Workers and as the market grew so did their roles and responsibilities. These types of professionals engage with children from different backgrounds with various behavioral problems and cognitive disturbances. As a result, they are often subject to behavioral outbursts from the children, and this often puts their lives in danger.

1.2. PROBLEM STATEMENT AND RATIONALE FOR THE STUDY

The United Nations Children's Fund (UNICEF) shared statistics in 2018 indicating that South Africa's recent general household survey estimated that currently, there is a total number of 2.8 million orphans in the country of those 374 520 had lost both parents (Molepo & Delport, 2015). Therefore, the constant increase of vulnerable, disadvantaged, and abandoned children has resulted in the high demand for Child and Youth Care Centres (Allsopp, 2011b). Employees in this field often encounter challenging behaviors of different children from various disadvantaged backgrounds, and disciplining children in state custody might pose many challenges as they have ensure that any style of discipline tool used is in line with Section 7 (1) of the South African Children's Act (See South Africa,2005). Furthermore, they experience occupational perils such as poor stakeholder relations, lack of recognition from employers, role confusion, inconsistent job requirements, lack of professional growth and development opportunities and inadequate

working conditions (Molepo & Delport, 2015). It can be assumed that these occupational perils are influenced by the fact that there are no professionals such as Occupational Social Workers employed in Non-Government Organisations (NGOs) that can help to mitigate or minimize these occupational perils. Therefore, this study seeks to find out what further occupational perils are experienced or encountered by employees in this field of work in the South of Johannesburg.

1.3. RESEARCH QUESTION

- What are the occupational purpose and the perils experienced by Child and Youth Care Workers in their work environment?

1.4. PURPOSE OF THE STUDY

The study aims to explore occupational purpose and perils experienced by Child and Youth Care Workers in Johannesburg to guide whether Occupational Social Workers can have a role to play in helping to minimize risks faced by CYCWs in their work environment.

1.5. BRIEF OVERVIEW OF RESEARCH METHODOLOGY

Individual face- to -face interviews were used to capture participants responses that provide insight on the occupational purpose and perils experienced by Child and Youth Care Workers. The interviews were semi-structured, which enabled flexibility in the order in which topics were discussed through the use of open-ended questions. An information sheet was given to participants explaining the purpose of the study and their rights as research participants so as to prevent unethical conduct by both participants and the researcher. Participants were required to sign a consent form for participation in the study and permission to use tape recording during the interviews. The researcher and the participants signed a none-disclosure agreement to ensure confidentiality. The participants were not obligated to use their real names if they did not wish to do so. Local literature was used to determine the purpose, experiences and occupational perils encountered by CYCWs. In qualitative data collection the researcher must be able to make sense of the emotional state, experiences and social situations that occur in the world (Terre Blanche, Durrheim & Painter, 2006).

1.6. DEFINITION OF KEY CONCEPTS

Child and Youth Care Workers – CYCW

These are professionally trained individuals, equipped by the National Association of Child Care Workers within the social services sector with unique techniques for working with abandoned, vulnerable, destitute, abused children and disadvantaged families in a residential care facility (Garfat, Fulcher & Digney, 2012).

Child and Youth Care Centre - CYCC

This is a residential center that offers intensive therapeutic, developmental, and recreational programmes to children found to need care and protection by the court as per the Children's Act (South Africa, 2005) to enhance the children's wellbeing and ensure that their basic needs are met.

Occupational Social Work – OSW

Occupational Social Work is a specialised field within social work that targets interventions specific to the population of the workplace (Du Plessis, 2001). The role of an Occupational Social Worker in the workplace is to ensure the wellbeing, safety, and health of employees to influence productivity, through interventions implemented at a micro and macro level of interaction (Du Plessis, 1999).

Non- Profit Organisation – NPO

This is a legal non-business entity registered by the National Department of Social Development under the Non-Profit Organisations Act (South Africa, 1997). The public entity assists and provides quality social services to the needy and the disadvantaged without generating any profit (Anheier, 2014). An NPO sustains itself through government subsidy and private donors and is exempted from paying Tax (Claeye, 2014).

Perils

Perils refer to events in which a person is exposed to immediate risks or danger at any time (Silzer & Church, 2009).

CHAPTER TWO

THEORETICAL FRAMEWORK

2.1. INTRODUCTION

In this chapter, the Job Demand Resources model is employed as a theoretical framework underpinning the study. The model is classified into two categories which are job demands and job resources to understand the characteristics of the work environment of a Child and Youth Care Worker.

2.2. THE JOB DEMAND RESOURCES MODEL

The Job Demand Resources (JD-R) model was developed by Arnold Bakker and Evangelia Demerouti (Demerouti, Nachreiner & Schaufeli, 2001). The purpose of the model is basically to encourage better functioning of the employees through showing imbalances between the requirements of the job and the resources available to employees and the organisation itself (Rothmann, 2007). The JD-R model is an occupational stress model that depicts the interaction of demands and resources. The model is used to determine both negative and positive outcomes of employee well-being (Demerouti, Bakker, Nachreiner & Schaufeli, 2001). The JD-R model is used in this study to understand the purpose and the perils experienced by Child and Youth Care Workers. The researcher has considered how job demands and job resources such as organisational support and growth opportunities can affect the job engagement of a CYCW.

Job resources are physical, social, or organizational aspects that help achieve goals and reduce stress in a work environment (Schaufeli & Bakker, 2004). Inadequate resources may lead to the disengagement of employees from their roles (Rothmann, 2007). Employees often feel the need to oblige or go beyond expectations when the organisation provides them with job resources to help them carry out their tasks (Kahn, 1990). According to Bakker, Hakanen, Demerouti & Xanthopoulou (2007), job demands are reduced when employees have adequate excess to job resources, such as constant engagement and social support from management.

Job demands are the requirements of the job. These include emotional, physical, and the social characteristics of the job and the work environment (Rothmann, Mostert, & Strydom, 2006). For instance, there are factors that often require long-term physical or psychological effort and skills

such as work pressure, work relationships, the leadership style, work cultures, pressure to produce and time pressure (Bakker & Demerouti, 2007). Job resources are physical, organizational, and social factors that the employer provides that help the employees perform to their ultimate to achieve the established objectives and reduce stress, anxiety, burnout, and lack of engagement among the employees (Demerouti & Bakker, 2011). For instance, these consist of equipment, career growth opportunities, training, autonomy, a pleasant work environment, and conditions of employment (Schaufeli and Bakker, 2004).

According to Bakker & Demerouti (2007), the accumulation and securing of job resources is essential in any workspace because they assist in dealing with the job demands and can drive motivation amongst employees. Job Resources consists of things such as pay, job opportunities and job security which are located at an organisational level (Rothmann, Mostert, & Strydom, 2006). It also includes interpersonal and social relations such as support amongst employees, team climate and clarity in roles and lastly the level of a task for example, skills and task significance (Bakker, Hakanen, Demerouti, & Xanthopoulou,2007). The model is relevant to the study because it demonstrates how through provision of adequate job resources, the CYCWs can achieve work goals and stimulate personal growth which leads to greater engagement. Studies have shown the effectiveness of the JD-R model and have successfully provided evidence for the hypothesis. For instance, an old study conducted by Maijman & Mulder in 1998 found that work environments that offer resources foster the willingness to dedicate one's effort and abilities to the work tasks (Bakker, et al., 2007).

Furthermore, the Dutch telecom company tested the model on its call centre employees to investigate absenteeism and turnover intentions (Van Veldhove, Taris, de Jonge., & Broersen, 2005). The company discovered that job demands such as work pressures and emotional demands experienced by employees led to health problems. The study found that absenteeism was related to sickness, and turnover intentions were influenced by job resources like social support and supervision (Van Veldhoveet.al, 2005). Therefore, to maintain work engagement under the conditions of high demands, it is essential to ensure that job resources are made available to employees and support is regularly provided to them (Demerouti & Bakker, 2011).

The Job Demand Resources Model is represented in the following diagram:

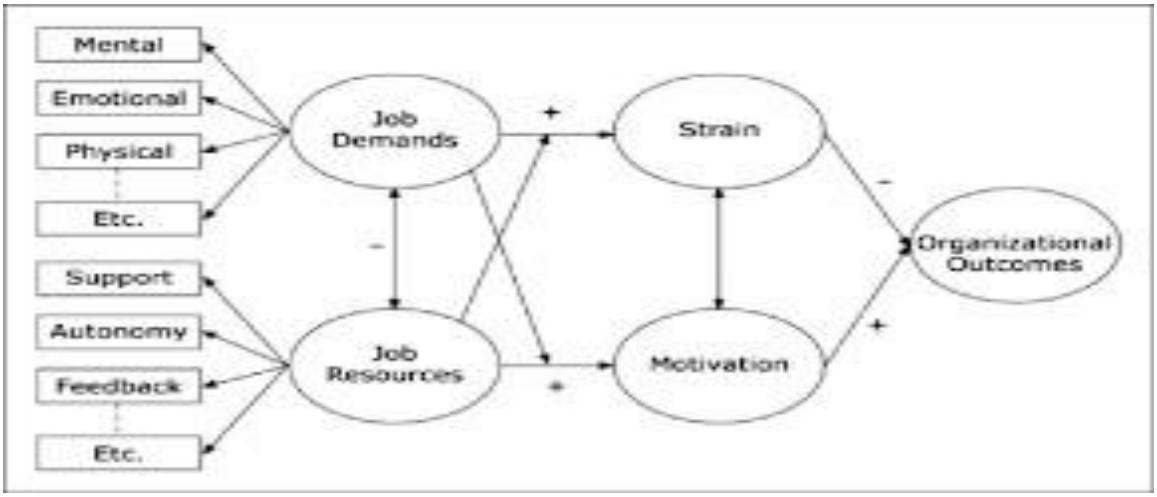


Figure 1: Job Demand Resources Model – Bakker & Demerouti (2007)

The model illustrated in Figure 1 asserts that job resources play an extrinsic motivational role in the willingness of employees to dedicate their efforts to the tasks assigned. A work environment in which there is a scarcity of job resources such as support, autonomy and feedback might result in the employees not being motivated to put extra effort into their job (Maijman & Mulder, 1998). The figure shows that when employees lack motivation this will place a strain not only on the individual but also on the organisational outcomes. Rothmann, Mostert, & Strydom (2006) state that adequate job resources made available to employees may foster the employee's development and learning growth within the field of work. For instance, constant feedback from employers or management is likely to foster learning, thereby increasing job competence, whereas autonomy and social support satisfy the need for independence and the need to belong, respectively (Demerouti & Bakker, 2011).

The figure shows that the interaction between job demands and job resources is crucial for the development of job pressure and the motivation of employees in an organisation. The model depicts how job resources may buffer the impact of mental, emotional and physical job demands on job strain for Child and Youth Care Workers (Karasek, Brisson, Kawakami, Houtman, Bongers & Amick, 1998). For example, a good work relationship with a manager, support from supervisors, autonomy and management appreciation of the employee's efforts may ease the

impact of job demands such as workload on job strain and facilitate job performance (Bakker et al., 2007).

The Job Demand Resources model is used because of its relevance and applicability to the perils experienced by CYCWs in their work environment. The model is of value to this research study because it assists the researcher in understanding how the CYCWs are affected by the occupational perils experienced in their work environment. This theory was adopted to help the researcher to identify the impact that the imbalances between job resources and job demands have on the participants' motivation to complete the tasks and roles given to them. The JD-R theory is important for the reason that, it demonstrates that when the organisation provides resources and supports its workers, they will experience less stress even in their demanding roles. The model helps the researcher identify the interventions needed to eliminate the perils found in the study. Lastly, using the model, the researcher not only focuses on the physical resources but also on social and organizational factors to help achieve goals and reduce strain caused by job demands in Child and Youth Care Work.

CHAPTER THREE

LITERATURE REVIEW

3.1. INTRODUCTION

The chapter outlines the fundamental purpose and the perils that Child and Youth Care Workers encounter in their work environment. Literature was drawn from a variety of sources, both local and international to get a broad sense of the perils experienced by the Child and Youth Care Workers and their coping strategies. Brief information is provided on the profile of the two sites from which the participants were recruited. Lastly, it looks at the legislative frameworks governing the profession.

3.2. BRIEF HISTORY OF CHILD AND YOUTH CARE WORK IN SOUTH AFRICA

Historically in South Africa, residential care facilities were mainly institutionalised custodial care (Beukes, 1996). Children found to need care and protection in the community were placed, until 18 years old, in residential care to safeguard them (Molepo & Delport, 2015). Before Child and Youth Care Work was professionalised, the workers caring for the children were referred to as house mothers (Allsopp, 2011b). No formal training was required for one to work as a house mother. In South Africa, it was only after the review of policies regarding residential care centers in the 1960s that steps were taken to transform house mothers into Child and Youth Care Workers to enhance the social service profession and influence the implementation of therapeutic programmes for the development of -the children in these facilities (Jamieson, 2013a). As a result, in the post-apartheid era, the Social Work Act No. 110 of 1978 was amended to include Child and Youth Care Work as one of the essential professions in the social services sector and the Act was inaugurated in April 2005 (Jamieson, 2013b). According to Beukes (1996), in South Africa, the first formal training on CYC was conducted in 1968. These training opportunities were offered as a two-year correspondence course undertaken by assistants in the children homes' through technical Colleges.

The Child and Youth Care work profession only began to receive attention in the social services (space post-apartheid) in South Africa (Molepo & Delport, 2015). This was when the Human Immunodeficiency Virus/ Acquired Immunodeficiency Syndrome known as the HIV/AIDS

epidemic was escalating quickly, with many parents being infected and passing away as result of the disease, which left many of children as orphans and led to the growing number of vulnerable children (Jamieson, 2013b). Therefore, children's homes started having an increase of intakes. It was identified by the state that the orphaned and vulnerable children needed specialised attention, care, and protection (Molepo & Delport, 2015). The influx of admissions into CYCCs led to the recognition of the high need for Child and Youth Care Workers to provide care for children in residential facilities. As a result, the recruitment of more CYCWs relieved the burden on Social Workers (Winfield, 2011). The increased need for CYCWs in the country became quite alarming. As a response the National Association of Children and Youth Care Workers (NACCW) developed training for members interested in this profession in the 1980s (Allsopp, 2011a). The NACCW encouraged NPOs to ensure that those that were employed earlier without any qualifications would go for training to comply with the requirements of the Department of Social Development (Jamieson, 2013a).

In South Africa, the need for Child and Youth Care Workers was also discovered when the Correctional Services Act No.17 of 1994 was amended in 1995 (Molepo & Delport, 2015). According to the amendment, children under 18 years old are not to be held in prisons or police cells while awaiting trial (Beukes, 1996). Children found to be in conflict with the law were released from prisons and placed under the care of their parents/guardians or placed by the court in a place of safety, which is one of the temporary residential care centres established, registered, and monitored by the Department of Social Development (Allsopp, 2011a). Child and Youth Care Workers were employed in these centers. It was then discovered that due to the constant behavioral challenges from the children, CYCWs in CYCCCs did not have adequate skills to look after some of the children released from prisons (Molepo & Delport, 2015). Therefore, to expand services to accommodate child minors, Care Workers (as they were called back then) were enrolled for the Basic Qualification in Child Care (BQCC), which trained them in prevention and early intervention for children in the criminal justice system (Allsopp, 2011b). Since the establishment of the field, it is very rare to find men in this field of work mainly because females are known for their motherly qualities and have a perceived ability to successfully raise children and run households. Therefore, when employing CYCWs, females are more favourably considered than men. The National Association of Child and Youth Care

Workers training data base shows that most students enrolling to study in this field are females (Jamieson, 2013b).

3.3. PROFILE OF THE ORGANISATIONS

Villa of Hope is a legally operating Non- Profit Organisation, recognised under the Department of Social Development as a Child and Youth Care Center. It is located in Nancefield, South of Johannesburg. The organisation aims to reduce child abuse and neglect within surrounding communities. The facility comprises of 25 houses and nine of the houses are used as residences for the children. Each house is allocated a CYCW with six children. The staff composition at Villa of Hope consists of seven CYCWs, one manager, two Social Workers and one administrator. It has a governance structure in place which comprises of eight board members (Chairperson, Secretory, Treasurer and five additional members).

Salvation Army Bethany/Bethesda is located in Klipspruit, Extension 2, and Chris Hani Road Soweto. The organisation provides residential care, therapeutic, development and recreational programmes to destitute, neglected, abused, and abandoned and children living and working on the streets. The setting of the organisation is slightly different from the first Child and Youth Care Centre. There are two houses separated into boys and girl's section. There are currently 14 boys and 14 girls with four CYCWs on duty per day. The staff composition consists of one Manager, one Social Worker, six CYCWs, one domestic worker, one full time laundry worker and assistant. There is a governance structure in place which consists of five board members.
The CYCWs report to the Social Worker for necessary support and guidance.

3.4. THE ROLE OF CHILD AND YOUTH CARE WORKERS

Child and Youth Care Workers are employed in the life space of children to provide special attention to the child's development through daily planned programmes that will enable vulnerable children to effectively function within the residential facility (DSD, 2012). This profession is guided by the Children's Act No.35 of 2005 and it is regulated by the South African Council for Social Services Professionals (SACSSP) under the Department of Social Development (Allsopp, 2011b).

Angling (2002) differentiates Child and Youth Care Workers as professionals that are concerned with the holistic functioning of each child in their care and provide a strengths-based to enhance

the development of the child. Siluma (2005) adds that CYCWs provide planned and unplanned daily interventions to help vulnerable children develop physically and emotionally. Treischman, Whittaker & Brendtro (1969) agree with Siluma's definition of CYCW. However, they argue that CYCWs work over and beyond just the daily routines of taking care of the children's needs, as they also attend to the unique behaviors of each child and conduct programmes with the children.

3.4.1 *JOB DESCRIPTION*

According to the Social Development Government Gazzette of 2014, signed by the former Minister Bathabile Dlamini, the scope of practice for Child and Youth Care Workers includes the care and development of children and the youth by ensuring that their physical, emotional, spiritual, social and mental developmental needs are protected within a children's home. CYCWs are responsible for the implementation of programmes for children based on the unique needs of each child, developing an assessment of children within their care and drafting maintenance plans for children. Furthermore, they manage the behavior of each child within their care, participate in multi-disciplinary teams to implement developmental plans and advocate for the rights of the children (Government Gazzette, 2014).

3.5. OCCUPATIONAL PERILS EXPERIENCED BY CYCWs

CYCWs play a pivotal role in the lives of the vulnerable, abused, and disadvantaged children placed in residential care facilities (CYCCs). Their responsibility is to ensure the care and protection of the children in their care. The previous section illustrated the occupational purpose of CYCWs in Child and Youth Care Centers. The following section will discuss the occupational perils discovered during the literature review.

3.5.1. *Lack of role clarification*

Allsopp (2011b) highlighted that one of the perils encountered by CYCWs is the control over their occupational roles and responsibilities. CYCWs often feel unclear on their roles and functions within a CYCC, and this confusion is caused by the fact that there are no boundaries set on what a CYCW is expected to do within residential care (Molepo & Delport 2015). The role of a CYCW is poorly defined by the Department of Social Development and there is no explanation on what distinguishes CYCWs and Child Minders (Allsopp, 2011a). As a result,

CYCWs find themselves doing everything from taking care of the daily needs of the children, to doing chores and taking children to clinics instead of mainly focusing on the developmental needs of the children. Inconsistent supervision has been identified as impacting on the lack of clarification and this is because there are no officials from the NACCW allocated to oversee or monitor the work that CYCWs do in residential care (Allsopp, 2011a). As a result, employers and managers take advantage of this by giving them tasks that are outside their area of responsibility. According to Hassan (2013) role clarification is important because it helps to coordinate, guide work activities and its purpose is to make sure that subordinates know what they need to do. Lack of role clarity may affect work satisfaction and perception of their role in the workplace (Yukl, 2010).

3.5.2. *Low salaries*

Jamieson (2013a) identified the issue of the compensation package as problematic because CYCWs are the lowest paid in residential care facilities. For instance, the Department of Social Development provides subsidies for qualified Social Workers' posts in registered Child and Youth Care Centres but does not fund salaries for Child Care Workers (Allsopp, 2011a). As a result, the NPOs are expected to pay salaries from funds donated by private sponsors. A basic salary of a CYCW is as little as R3000 or less per month, with no benefits such as medical aid and pension fund. According to Jones, Landsverk & Roberts (2007) people are often reluctant to get into this profession because it is known as the lowest paid field as it is still on the bottom of the economic ladder and because it has no opportunities for career development.

CYCWs employed in non-residential settings such as hospitals, schools and government institutions are paid much better compared to those in Child and Youth Care Centres that are run by NGOs (Gharabaghi, 2010). The salary imbalance in these different settings is influenced by the fact that the Department of Social Development is unlikely to subsidize CYCW posts in residential care facilities that are not owned by the government. Therefore, management in CYCCs are required to find the necessary funds to support these facilities through private donors or fundraising to be able to pay the salaries of CYCWs. Their salaries are solely dependent on the income streams of their employers (Molepo, 2014).

3.5.3. *Lack of professional development*

Hansungule (2018) states that working in the life space of vulnerable, abused, and disadvantaged children without any training in preventative and promotive interventions is both problematic and unjust to the development of the children in their care. Hansungule (2018) further identified lack of supervision for CYCWs as a major concern: in the study he conducted it was discovered that supervision was either inconsistent or non-existent, which raises concerns about compliance and the effectiveness of the services provided in children's homes. The non-existence of supervision is likely to cause a lack of professional development because there is no one to oversee and monitor what training opportunities are needed by CYCWs. In residential care, CYCWs are supposed to be supervised by residential Social Workers. However, due to demanding caseloads and court preparations for the children, it becomes difficult for the residential Social Workers to provide consistent supervision to CYCWs. Michael (2005) identified that there is a need for constant support and an open communication to CYCWs by Social Workers and management in CYCCs. It is necessary for Social Workers, management and the CYCWs must work together as a team to ensure adequate services to beneficiaries and to consider the wellbeing of the CYCWs. Thesen (2014) identified that CYCWs often experience disempowerment by management because of the lack of good communication.

3.5.4. Difficulties disciplining children

CYCWs are often exposed to children with behavioral concerns such as rebelliousness and bullying towards the workers and other children (Molepo, 2015). The most challenging thing is administering discipline to the children because the Children's Act No.38 of 2005 prohibits deprivation of basic rights and explicit physical and verbal strategies of discipline for these children (Brentro, Brokenleg & Van Bockern, 1998). The problem with the Act is that it does not indicate the right forms or techniques acceptable to help CYCWs manage the behavior of the disobedient and unruly children in their care (Brentro, Brokenleg & Van Bockern, 1998). A study by Maherty, Jamieson & Scott (2011) also identified that CYCWs are struggling to cope with the behaviors of children and have difficulties in exercising discipline. For instance, in a scenario where the CYCW removes privileges as a form of discipline, this can be interpreted as punishment and seen as causing further emotional discomfort to the child in a residential care

facility (Stein, 2005). A study by Molepo (2014) states that, CYCWs are not equipped with skills to manage the behavior of children in their care. The Children's Act (See South Africa, 2005) requires CYCWs to reinforce positive discipline methods that include teaching, providing information and support. However, the problem is the Child and Youth Care Workers are not adequately trained in behavior modification techniques (Durrant, 2007). Through these techniques CYCWs will promote healthy behaviors in the children by conditioning and learning right and wrong behaviors (Vijayalakshmi, 2019).

3.5.5. *Lack of resources*

Children in residential care centers in South Africa are render recreational, developmental, and therapeutic programmes Children's Act (see South Africa, 2005). The therapeutic part of the intervention is implemented by Social Workers, while CYCWs focus on the recreational and developmental part of helping the children in need and care in residential care (Thesen, 2009). The biggest challenge encountered is the issue of lack of resources to carry out and implement programmes because the NPOs struggle with getting funding to sustain their programmes and often rely on external sponsors for financial assistance because the money received from the Department of Social Development only covers the salaries of Social Workers and beneficiaries (Schmid, 2006). As a result, NGOs must rely on sponsors or fundraising to cover the costs of the programmes and daily expenses. Furthermore, as per the Children's Act (See South Africa,2005), children must have access to education and health care, they must receive adequate nutrition, clothing, live in habitable conditions and equal treatment to all the children in the children's home (Schmid & Patel, 2016). However, some residential centres find it challenging to maintain the facility and to provide adequate food, good health care and clothing to children because of the lack of financial resources and scarcity of donations from the public (Schmid, 2006). This claim is supported by studies which have been carried out both locally and internationally, stating that residential care facilities are struggling to provide the needed services to children owing to unkind staff members and to a lack of resources (Robinson, 2001).

3.5.6. *Lack of professional recognition*

Allsopp (2011b) states the CYCW is one of the professions within the social services that is still struggling to receive attention from the world and that employees in this field are not given the

recognition that they deserve because a lot of people are not informed about what the profession entails. According to Molepo (2015), in the eyes of many that are not in the field the job looks easy and a majority of people are unaware that this is a profession with formal qualification requirements. Furthermore, Allsopp (2011a) states that even Social Workers fail to understand the complex therapeutic tasks of the CYCWs within residential care and this often results in a lot of misunderstandings and quarrels between the two professions (Thesen,2009). However, regardless of their misunderstanding of each other's roles, they are bound to work together to ensure the best interest of the children in need of care and protection (Molepo, 2014). Therefore, both professions need to be provided with national standard procedures, which will enable professional boundaries, respect, and recognition within the social services field (Michael, 2007).

3.6. COPING STRATEGIES

In a study by Astvik & Melin (2012), on coping strategies adopted by human service workers, it was found that coping strategies used by CYCWs to cope with their work demands and stressors were through *voice and support seeking*. To accomplish work and achieve quality in service delivery it is vital for CYCWs to effectively communicate and cooperate in their work environment. Child and Youth Care Workers identified that interaction with colleagues and supervisors in group meetings to discuss tasks distributed to them and provide opinions on the nature of their work was very helpful as this enables them the opportunity to voice and seek support (Astvik & Melin, 2012). CYCWs have identified that *collaborating and supporting* each other through the challenging job demands is a form of coping strategy. This strategy is in line with the Job Demands Resource theory as it enables employees to push themselves to work hard to fulfil obligations and duties when they support each other while faced with high job demands. *Emotional regulation* has also been found to be a coping strategy used by human service workers to survive their difficult job demands and insufficient resources. Emotional regulation is one's ability to control one's response to the on-going demands (Allvin, 2008). When people are confronted by imbalances between the job demands and the resources, they develop different constructive and beneficial ways to cope in that situation to be able to fulfil their roles and responsibilities (Astvik & Melin,2012). The following discussion is on the regulations governing the CYCWs profession.

3.7. LEGISLATION GOVERNING CYCWs

Child and Youth Care Work is a regulated social service profession in South Africa under the Social Service Professions Act (See South Africa, 1978) since October 2014 (Social Development Government Gazette, 2014). It is governed according to the norms and standards of the National Association of Child Care Workers (NACCW) Molepo (2014). Child and Youth Care Workers are required by the law to be registered with the SACSSP to practice. It is registered as a professional designation with the South African Qualifications Authority (SAQA) under the ambit of the SACSSP. The Professional Board under the auspices of the SACSSP is responsible for regulating practice by ensuring that ethical standards are maintained and by monitoring compliance with the legislature of the Child and Youth Care Workers (Thesen, 2009). This profession is well recognized within social services and the fastest growing as there are currently 147 Child and Youth Care Workers registered at the professional level in South Africa, 7 896 at auxiliary level and 3 367 students completing their studies across different colleges in the country (SACSSP, 2021).

3.8. MOTIVATION TO PURSUE CHILD AND YOUTH CARE WORK

This field of work typically suits those who have an interest and passion in helping, serving, teaching, and working with children. A CYCW should possess the fundamental qualities which are communication skills, decision making, interpersonal skills, patience, and physical stamina (Hodas, 2005). There are many personal and professional reasons why people choose to venture into CYCW. Best (2009) states that people pursue a career in CYCW for personal gratification, religious beliefs, as a way of looking after themselves as it assists them make sense of their lives and self-identity. In the past it was believed that many flocked into the field because of poverty and unemployment (Molepo, 2014). The particular reason behind the belief was that previously it was easy to break into the field as no formal qualifications were required. Therefore, many women took advantage of this fact to help their households out of poverty. Some individuals were motivated by the need to want to do good for their community and passion in working with children and the youth (Jamieson, 2013b).

3.9. CONCLUSION

This chapter successfully explored the occupational purpose and the perils experienced by CYCWs. The Job Demand Resource model as a theoretical framework underpinning the study was discussed. The chapter reviewed the historical context of CYCWs in South Africa to provide understanding on how the profession was established. Their job description, roles and responsibilities were discussed to understand their occupational purpose. The second section of this chapter discussed occupational perils experienced by CYCWs and considered literature relating to the risks. Coping strategies used by Child and Youth Care Workers to cope with risks were also covered. The following chapter will discuss methodology used in the study.

CHAPTER FOUR

RESEARCH METHODOLOGY

4.1 INTRODUCTION

This chapter provides a detailed explanation of the research strategy and methodology applied during the research study. It pays attention to the research question, primary aims, and objectives. It provides discussion on trustworthiness and ethical considerations of the study. Also discussed are the limitations encountered during data collection for the study.

4.2 RESEARCH QUESTION

- What are the occupational purposes and perils experienced by Child and Youth Care Workers in their work environment?

4.3 PRIMARY AIMS AND SECONDARY OBJECTIVES OF THE STUDY

The study seeks to explore the occupational purpose and perils experienced by Child and Youth Care Workers in Johannesburg to determine the perils encountered by CYCWs in their work environment.

The specific objectives were:

(1) To explore possible perils experienced by Child and Youth Care Workers in their work environment.

(2) To explore what rewards are afforded for Child and Youth Care Workers in this field.

(3) To learn about the coping strategies used by Child and Youth Care Workers towards the perils encountered.

(4) To understand the factors that motivated Child and Youth Care Workers to engage in this type of work.

4. 4 RESEARCH APPROACH AND DESIGN

The study adopted an exploratory-descriptive research design and was guided by an interpretative qualitative research paradigm. Royse (2011), states that a qualitative approach helps the researcher to be able to get in touch with the deeper meaning of human experiences, which allows an insightful discussion of the answers to various proposed research questions. The researcher made use of open-ended questioning and followed the common themes identified from the individual interviews. Furthermore, to understand the emotions and feelings of the participants about their experiences, the researcher observed the non-verbal body language of the participants during interviews.

4.5 POPULATION, SAMPLE AND SAMPLING PROCEDURE

The dominant gender distribution for Child and Youth Care Workers are females. Therefore, selection criteria for this study targeted 12 females that are qualified as CYCWs. Participants were from two Child and Youth Care Centres in the South of Johannesburg called The Villa of Hope and The Salvation Army (Bethany/Bethesda). Villa of Hope is situated in Nancefield, Soweto and has an admission of 75 orphaned, abused, neglected, and abandoned children. Villa of Hope has over 15 Child and Youth Care Workers employed on permanent contract. The Salvation Army is located in Pimville, Soweto and it has 65 beneficiaries and over ten Child and Youth Care Workers permanently employed. The interviewed participants are from age 43 – 62 years. The participants had over four years work experience as Child and Youth Care Workers. Interviews were conducted through face-to-face individual interaction.

4.5.1 *Purposive sampling*

The researcher utilised purposive sampling to assist with identifying and selecting the population to participate in the study. This sampling technique focuses on particular characteristics, representativeness or attributes of the population, inherent to the research problem (Denzin & Lincoln, 2011). Seven respondents in the interviews were selected from Villa of Hope and five were from Salvation Army Betheny/Bethesda.

4.6 RESEARCH INSTRUMENT

Semi-structured interviews with open-ended questions were conducted using the interview schedule in Appendix A as a research tool in the study. This guided the interviewer and helped to develop a real sense of the participants' understanding of the situation.

4.7 PRE-TESTING RESEARCH INSTRUMENT

The interview schedule set out in Appendix A as a research tool was pre-tested on two Child and Youth Care Workers who were excluded in the final administration of the study.

4.8 METHOD OF DATA COLLECTION

Individual face-to-face interviews were used to capture insights into the manner of response by participants. The interviews were semi-structured, which enabled flexibility in the order of discussion of the topics through the use of open-ended questions. An information sheet (in Appendix B) was handed to the participants. The information sheet explained the purpose of the study and their rights as research participants to help prevent unethical conduct by both participants and the researcher. Prospective participants were requested to sign a consent form for participating in the study and permission to use tape recording during the interviews. The researcher and the participants signed a none-disclosure agreement to ensure confidentiality. The participants were not obligated to use their real names if they did not wish to do so. Through the literature review containing sources on the same or similar topic the researcher found and applied a strategy to help test the validity and congruence of data which is called triangulation (Heale & Forbes, 2013). In qualitative data collection, it is crucial to make sense of feelings, experiences and social situations that occur in the world (Terre Blanche, Durrheim & Painter, 2006). The study has helped to make sense of the experiences of the Child and Youth Care Workers at Villa of Hope and Salvation Army.

4.9 METHOD OF DATA ANALYSIS

A qualitative approach was applied for content analysis. Therefore, the responses to the open-ended questions from the study were subjected to thematic analysis involving the following steps:

Transcribing

Transcribing is a specialized technical skill of putting spoken words and thoughts into written records (De Vos, Strydom, Fouche & Delport, 2011). The audio-recorded data were analysed and the conversations between the researcher and the participants were scripted to help identify themes or patterns from the collected data.

Coding

The researcher was able to identify and classify segments of meaning from the transcribed information. Coding was done as an integral part of the analysis which involves sifting by categorizing the information (Neuman, 2011).

Becoming familiar with the data

Becoming familiar with the data is a process of reading and re-reading the interview transcript, listening to the recording thoroughly over again to make sense of the information (Royse, 2011). After all interviews are completed, the researcher familiarised herself with the data by repeatedly listening to the interview tape recordings and analysed interview notes and transcripts.

Inducing themes

Inducing themes involves categorizing and re-arranging main themes and sub-themes (Neuman, 2011). The researcher has done this by arranging the themes that come up a lot from the interview transcripts.

4.10 TRUSTWORTHINESS OF THE STUDY

Trustworthiness in a qualitative study aims to ensure that the arguments which are provided from the findings collected are worth paying attention to and are adequately reliable to use for future reference (Babbie & Mouton, 2001).

Credibility- This has to do with ensuring that the findings gathered from the participants are convincing and believable to the reader (Terre Blanche, Durrheim & Painter, 2006). The methodology, research design and the theoretical framework used were detailed to enhance credibility.

Transferability- Refers to the extent to which results from the finding can be applied in other instances (Schurink, Fouche & De Vos, 2011). Transferability was established by producing detailed descriptions of the phenomenon by providing sufficient details of the cultural and social context of the fieldwork to help the reader construct the environment that surrounds the research study.

Dependability - Assessment of the quality of the integrated process of data collection and data analysis. Dependability is to ensure that data obtained, and similar findings would be accessible if the research were to be done again (Babbie & Mouton, 2001). Therefore, all the interviews were conducted using the same questions for all participants.

Confirmability – This refers to establishing the validity or accuracy of the information provided in the study to ensure that the findings are based on the participant's narratives and not of the researcher to eliminate bias from the research (Babbie & Mouton, 2001). The researcher confirmed the accuracy of the findings by using triangulation and this was helpful in tracking the congruence of data obtained from different sources.

Triangulation – This refers to using more than one data source to develop a comprehensive understanding of a particular issue (Heale & Forbes, 2013). This strategy has helped test the validity and congruency of the obtained data from different sources on the same or similar topic.

4.11. ETHICAL CONSIDERATIONS

4.11.1 *Review by Ethics Committee*

This study was reviewed by the Human Research Ethics Committee (Non-Medical) to ensure that all the proposed research steps are legal and ensure that ethical principles have been adhered to in conducting this research. A Research proposal with protocol number - SW20/06/03 was submitted to the Human Research Ethics Committee (HREC Non-medical) at the University of the Witwatersrand, Braamfontein, and clearance to conduct the research study was approved. According to Darlington & Scott (2003), research is not considered if it is not approved by the Ethics Committee. Immediately the go ahead was provided by the Ethics Committee, the consent forms in Appendix C and D were distributed to participants to sign as their agreement to be part of the study. Participants were given a day to go through the form and return it for the interview to begin.

4. 11.2 *Voluntary participation*

The participants volunteered to be part of this research study. The target population had the opportunity to choose whether they wanted to take part or not. The potential participants were provided with clear, detailed information about the study. On the participation sheet a brief explanation regarding the procedures to be followed, the nature of the research, the duration of the interviews and potential implications were provided. (Royse, 2011), states that the participants should be free to withdraw at any time without any penalty imposed by the researcher.

4.11.3 *Informed Consent*

The ability of the participants to freely give informed consent to the researcher is a core principle in research ethics (Darlington & Scott, 2003). Therefore, the researcher provided potential research participants with sufficient information on the processes of the study. Details about the study are outlined on the Participant Information Sheet in Appendix B and Consent forms in Appendices C and D respectively.

4.11.4 *Confidentiality*

The study did not reveal the identity of participants. The participants were allowed to use fictitious names during interviews. The information provided during interviews was not linked to the participants. There was no breach of confidentiality or inappropriate illegal use of the information gathered, as this is considered as a serious offense by the Ethics Committee. Efforts were made to avoid violation of trust, dishonesty, discomfort and asking insensitive questions to participants through assuring confidentiality. The researcher assured confidentiality in this qualitative study by developing data collection and storage systems which made it impossible to identify research subjects (Darlington & Scott, 2002).

4.11.5. *Distress and emotional harm*

The questions explored in the study required the participants to look deep inside themselves and tell stories about the perils encountered in their work environment. The study might have triggered emotional past occurrences or traumas experienced by the participants in their field of work. Therefore, a free counselling session was arranged with an external Social Worker. According to Padgett (2008) participants are likely to show emotional distress after the interviews and distress counselling is mandatory.

4.11.6. *Availability of research results*

The research report is available at the William Cullen Library at the University of the Witwatersrand and should the participants and the management of the organizations where the research was conducted wish to receive a summary of the findings of the study, an abstract will be made available on request as mentioned (See Appendix B).

4.11.7. *Limitations of the study*

The use of audio recording was explained to participants before the interviews. However, some participants showed discomfort that they were recorded and were worried that the audio recordings would implicate them. To mitigate this limitation, the researcher had to gain the participant's trust by assuring them of confidentiality and that the information gathered would not get them into any difficulties with the employer or the law.

The Covid-19/ Lockdown has caused delays in the data collection process. The researcher had planned to conduct interviews in 2020. However, the national lockdown was announced by President Cyril Ramaphosa and as a result, the researcher had to put interviews on hold until 2021, hoping that things would have gone back to normal. The restrictions of the lockdown were eased with time and the country was moved to level 1 lockdown. One would have thought that the easing of the restrictions would have made things easier for the researcher to conduct interviews. However, NPOs were still reluctant to have strangers on their premises, people still feared coming into contact with someone they are not familiar with and this caused a considerable challenge in finding participants. The researcher had to take health precautions such as getting tested for Covid-19, wearing a mask at all times, sanitizing, and keeping a safe social distance. The researcher provided her testing results to organizations to assure the participants that they were not at risk of contracting the virus from the researcher. The initial number of participants was supposed to be 15. The student only managed to find 12 participants to engage in the study. The reason for not reaching 15 participants was because at Villa of Hope only seven of the CYCWs participated and at the Salvation Army only five CYCWs were willing to be part of the study.

4.12. CONCLUSION

This chapter outlined the research strategy and methodology employed in the study. The researcher's attempts to assure trustworthiness and ethical consideration were discussed in detail. The researcher gave a brief discussion on the limitations encountered during data collection and how those limitations were mitigated. In Chapter Five, the findings on collected data will be presented and discussed.

CHAPTER FIVE

PRESENTATION OF DATA AND DISCUSSION OF FINDINGS

5.1 INTRODUCTION

This chapter provides the findings that emanated from the analysis of the acquired data by means of individual interviews with the Child and Youth Care Workers. The findings are presented using themes identified from extensive data analysis of the transcribed individual interviews. The discussion on the themes and sub-themes is placed against the literature and supported by direct quotations from the interviews with the participants.

The following objectives were formulated to guide the study:

1) To explore possible perils experienced by Child and Youth Care Workers in their work environment.

2) To explore what rewards are afforded for Child and Youth Care Workers in this field

3) To learn about the coping strategies by Child and Youth Care workers towards the perils encountered

4) To understand the factors that motivated Child and Youth Care workers to engage in this type of work

5.2. DEMOGRAPHIC INFORMATION Table 1: Demographic profile of participants (N=12)

Demographic details	**Sub-Category**	**No.**
Gender of CYCWs	Female	12
Villa of hope	Participants	7
Salvation Army	Participants	5
Age	43 - 49 years	1
	50 – 59 years	9
	60 - 62 years	2
Home language	IsiZulu	5
	Setswana	2
	SePedi	1
	Tsonga	1
	Afrikaans	3
Race	Black	9
	Coloured	3
Qualification	NQF 4	11
	NQF 6	1
Number of years working as a CYCW	5 – 10 years	7
	15 – 20 years	5
Number of working days per week	7days per week/ 4days leave per month	12

Table 1 shows the demographic characteristics of the participants in the study in terms of gender, age, home language, race, qualifications, number of years working as a CYCW and number of working days per week**.** Following is a brief discussion and analysis on the demographics.

The researcher interviewed seven participants from Villa of Hope and five were from the Salvation Army. In total 12 CYCWs participated in the study. The majority of the Child and Youth Care Workers that took part in the study are in their late adult stages, the youngest

participant was 43 years and the oldest was 62 years of age. The participants are women with their own families and have much experience in childrearing. A total of five participants were already pensioners, while the rest were in the ages approaching pension. The youngest participant was 43 years of age. It did not come as a surprise that, all the people that took part in the study were females. This is because the Child and Youth Care Work field is dominated by women.

All the participants expressed themselves in different South African languages. Three of them were Afrikaans- one Tsonga-, two Tswana-, one Pedi- and five Zulu-speaking. The participants are able to speak and write in English, hence the interviews were conducted in English. They were also allowed to add comments in their home language, which helped the flow of the interviews. The researcher's strength is that she can express herself in more than five South African languages. Therefore, the researcher was comfortable with all the languages spoken by the participants. Johannesburg South is predominately a black based area, with a few coloureds and Indians. According to Stats South Africa (2020) the population of Johannesburg South consists of 98.5% Black Africans and 1.0% of the Coloured race. This helps to understand why most of the participants were black. There were only three coloured participants interviewed and the rest were black.

The participants who took part in the study had attained an NQF 4 in Child and Youth Care Work. They have attended the National Association of Child and Youth Care Workers (NACCW) training for 12 months and were accredited. Only one participant from the 12 had NQF 6. The majority of the participants in the study were people who have been in the field for over five years and they thus held great experience and expertise in the field. Seven of the participants had an experience of five to ten years as CYCWs while five had 15 to 20 years' experience. The most experienced participant in the study has worked as a CYCW for over 25 years. The participants are employed on a permanent basis and are required to work for seven days a week and 24 hours a day because they live with the children and each person is responsible for the allocated children in the household.

5.3 ANALYSIS AND DISCUSSION OF DATA ACCORDING TO THEMES

This section of the chapter presents the themes and sub-themes which emerged from the processes of data analysis.

Table 2: Themes and sub-themes

Themes	Sub-themes
Motivation to pursue CYCW	-Passion *I am passionate about working and helping children. I chose this field because my passion to work with children"* [Desiree, age 62]. -Personal gratification *I was raised in a children's home and I love working with children, from a very young age I've looked working with children. My love started when I was at an Early Childhood Development (ECD). It has always been my passion* [Cecilia, age 43]. -Religious beliefs *"I chose this career is because I am a Christian and when reading the bible James verse 1, it tells me what my creator needs me to do (You can go through the verse). It says that you must satisfy God in what you do, even in your work.* [Eunice, 57].
Roles and responsibilities	-Providing care and development to children - Attending to the basic needs of the children
Exhausting daily routines	-Inconsistent job description
Poor working conditions	-Not getting enough leave days -Shift Work -Long working hours -Leave days

Low salaries	-Low income -No benefits
Lack of professional recognition	-Separate professional identity -Inadequate support
Difficulty in administering discipline	-Dealing with difficult children -Prohibition of corporal punishment
Mental exhaustion	-High job demands
Lack of professional progression	-Stagnation -No promotion opportunities
Bullying and abuse from the children	-Physical, verbal, and emotional abuse
Stress	-Strenuous job demands
Coping strategies	-Resilience - Emotional regulation

5.4. OCCUPATIONAL PURPOSE OF A CHILD AND YOUTH CARE WORKER IN A CYCC

5.4.1. *Reasons behind pursuing Child and Youth Care Work*

The participants in the study have been employed in the field for a long time and most of them have experience with a minimum of six and maximum of 25 years as CYCWs. In the responses, eight participants mentioned that they were motivated to venture into this field of work because of the *passion and the love* that they have for working with and helping children. One participant reported *"I am passionate about working and helping children. I chose this field because my passion to work with children"* [Desiree, age 62]. Desiree gave this statement to express the strong feelings of love and attraction towards her work. The quote acknowledges that participants have good intentions for pursuing a career in this field and that they have genuine interest in helping the disadvantaged children and youth in the community.

Moses (2000) states that, the overall job performance, and the job longevity of employees in any organisation are strongly influenced by their motivation for seeking employment. It is evident in the study that the participants' motivation to pursue CYCW as a career is the reason why they

have stayed in this field for over ten years. Despite the occupational perils that they experience all twelve participants did not allude to disliking their job or had any intentions or desire to quit the field. This indicates to the researcher that participants are in it for the appropriate reasons that are rooted in both personal and professional strivings.

What stood out from the responses is that the participants' reasons for pursuing a career in CYCW are quite similar. The researcher identified from the study that the participants are inspired by the desire to impact positively and make a difference in the lives of the disadvantaged or troubled children. This is supported by Sibongile's statement which said*, "I like to work with kids. When I saw the high rate of abandoned kids, I thought to myself I want to help these abandoned kids. So, I chose to work with kids, and I love them. That is why I'm still here today*" [Sibongile, 62]. This demonstrates the determination and dedication towards fulfilling the desire to want to make a positive difference in the lives of the children.

It emerged that two participants were motivated by their childhood histories. They mentioned that they also came from vulnerable backgrounds and were raised in a Child and Youth Care Centre. Therefore, the two participants joined the field as a form of giving back to the community by helping the children overcome their difficult situations and help them become better individuals in the society just like they were assisted in the past. One participant said "*I was raised in a children's home and I love working with children, from a very young age I've looked working with children. My love started when I was at an Early Childhood Development (ECD). It has always been my passion* [Cecilia, age 43]. According to Best (2009) people venture into CYCW for personal gratification, as a way of looking after themselves, as it assists them to make sense of their lives and self-identity. Eunice said, "*Because I used to like kids, I love being with kids talking to them, encouraging them. That is why I chose CYCW and to me, I am not taking this as a job, it is a calling because it is not easy to be a CYCW*" [Eunice, age 57]. The quote supports the argument by Best (2009) on self-gratification, as it was evident that ten participants chose CYCW for personal fulfillment, they decided to follow what they believed was their "Calling".

The researcher's view is that individuals seeking to work with children must be motivated by the right reasons and must be clear whether they are driven by personal or professional motives. The researcher's view is informed by Hodas (2005) who states that those that lack clarity on why they

are in this field often find themselves frustrated and burnt out. It came out in the study that some participants are in the field because of their religious beliefs and past experiences. A participant expressed that *"I chose this career is because I am a Christian and when reading the bible James verse 1, it tells me what my creator needs me to do (You can go through the verse). It says that you must satisfy God in what you do, even in your work. It says you should look after the orphans and the widows at their disgrace time, so I just want to satisfy my creator because he has done a lot for me"* [Eunice, 57]. Based on this response the researcher is of the view that the participants are aware of the reasons why they are in this field of work, they love what they do, and their intentions are clear. Hence, none of the participants mentioned being frustrated or burnt-out regardless of the perils that they encounter in the field.

5.4.2. *Roles and responsibilities*

The study identified that the roles and responsibilities of a Child and Youth Care Worker entail providing care and development to children, ensuring their needs are met and that the children in their care receive the necessary assistance to help them overcome their past traumas by implementing programmes based on their unique developmental demands. It emerged that CYCWs work with children that possess significant emotional, psychological, and mental problems. Therefore, their role is to provide guidance to these children and the youth daily. Participants mentioned that it is the responsibility of a CYCW to teach skills of daily living, to listen to, counsel and discipline children in their care and provide support to families in a case where the child would have to be re-united with family.

All twelve participants mentioned that their roles and responsibilities as Child and Youth Care Workers are to attend to the basic needs of the children in their care. This involves feeding, dressing, assisting with homework and assignments and helping the younger children prepare for crèche and school; basically, overseeing every activity. The researcher found that in a study by Molepo (2015) it was discovered that the roles of a CYCW are so complex that there is inconsistency in the job title. As a result, there is no limit on what a CYCW is required to do in a residential care facility and some of their roles and responsibilities sometimes overlap. *"We do everything for the kids. We have to ensure their good hygiene, bath, prepare meals"* [Sarah, age 60].

The researcher found that, Child and Youth Care Workers have vast roles and responsibilities which not only entail domestic or administrative work. They are also required to take the children to hospitals or clinics for medical attention. For instance, when a child is on chronic medication, the CYCW assigned to her must administer medication to the child daily and see to it that the child goes for regular medical check- ups. To support this statement Koketso mentioned that: "*Normally we take them to Coronation hospital to psychologists. Yesterday I was there with 2 children from house and on the 13th, I am also taking one child and on the 24th I am taking another one (this one: pointing at the child"* [Koketso, age 50].

5.5. OCCUPATIONAL PERILS EXPERIENCED BY CHILD AND YOUTH CARE WORKERS IN A CYCC

This section presents various occupational perils experienced by CYCWs that emerged from the findings. The identified occupational perils are supported by quotes from the interviews and are linked with the Job Demand Resource model used as the theoretical framework underpinning the study.

5.5.1. *Exhausting Daily Routines*

CYCWs are involved in a vast range of activities which vary from one organization to the next and depend on the circumstances or conditions (Smith, 2009). The researcher's view is that an attempt to try narrow down the work that CYCWs do daily might be challenging, mainly because their work is immense. CYCWs are known for going beyond what is expected to attend to the needs of the children in their care. This profession has so many complexities which make it quite a challenge to try and list all the activities. When asked by the researcher if they find time to rest in between their busy work schedule, one participant placed with five children and a 13-months old baby under her care said that "*There is no break because the small one also keeps me busy, I work all the time. I am very busy, there is feeding, bottles and have to update each child's file daily"* [Desiree, age 62,]. This response confirmed that CYCWs provide motherly care, nurturing and guidance to the children in CYCCs on a daily basis. Seven participants asserted that the tasks performed by CYCWs are exhausting even though it might seem undemanding to the outside world. Desiree said, '*I must be honest if you are not permanent worker it seems like the work is easy but, it is not easy, we work 24/7* [Desiree, age 62]. All twelve participants alluded to the public view of CYCW as an easy job and one that can be done without any form of training.

Molepo (2014) states that such simplistic views from those outside the profession and the public are fueled by the fact that there are no professional boundaries on what a Child and Youth Care Worker's role entails and believes such attitudes stem from that fact that CYCWs themselves are unsure about what it is that they do.

Based on the responses from the participants the researcher identified that CYCWs have exhausting daily routines. For instance, a normal day for a CYCW in a residential care facility entails waking up at 5am before the children wake up to prepare for the morning such as running bath water for the children and seeing that they all have school uniforms ready. Once all the children are awake and while some are bathing, a CYCW would be in the kitchen preparing breakfast. Everyone has breakfast at 6:30am then at 7am the kids have to go to the bus stop within the premises, where the final checks are done by the CYCWs. They check whether all the children are tidy, dressed in a full school uniform, have their schoolbooks with and lastly check whether they have their school lunch packed.

It was found in the interviews that the normal daily routine of a CYCW from both Villa of Hope and the Salvation Army does not end when the school children leave for school. Once the school children have left, the participants must attend to the young children and get them ready for crèche at 8am. One would assume that their daily routine ends when all the children are at school. However, it does not end there as their day becomes busier after the children have gone to school and crèche. The participants indicated that they have the responsibility to help with chores around the house, writing and updating a developmental report for each of the children assigned to them and then the report is submitted to the residential Social Workers. [Desiree, 62] said *"Daily responsibility is waking up at 5am then we have our daily schedule then we start preparing for the children to go to school. They go to school at 7am then the day starts by doing the house, at 11am we start cooking and 14:45 its lunch time but on holidays we do have space where we help the with homework at 11am like the little ones that I have".* Participants from Villa of Hope said that because they live in nine separate houses, they have the responsibility to prepare programmes for when the children return from school and crèche while also preparing lunch. When the children come back from school lunch is served by the CYCWs then they help with homework and prepare supper.

The daily routines slightly vary from one CYCC to the next depending on the setting, number of children, staff, and resources. For instance, participants from Villa of Hope mentioned that they have the responsibility of cooking and preparing meals for children under their care. However, participants from the Salvation Army said that they only focus on the children because taking care of the children and not domestic work is their responsibility because there is support staff available which is responsible for cooking and preparing meals. At the Salvation Army all the children eat at a communal kitchen, where the cook prepares meals. Koketso said "we *wake up at 5:00am and bath. Also wake the children and after bathing I must check if they clean and that they are wearing their school uniform. Then escort them to the communal kitchen and ensure that everyone gets food"* [Koketso, 50]. The quote by Koketso confirms that the roles and responsibilities are diverse from one CYCC to the next. The job demands vary as well, depending on the NPO's financial resources. For instance, CYCCs with financial viability can afford to pay support staff such as cleaners, relievers, social auxiliary workers, launderers, and a cook to help ease the job demands on CYCWs. It is rather unfortunate that participants that are employed in CYCCs that are struggling financially often find themselves faced with very high job demands as the NPO cannot afford to employ support staff as a job resource to assist their CYCWs and reduce job demands.

5.5.2. *Poor working conditions*

It came up in the study that CYCWs' job schedules vary from one organisation to the next. CYCWs are employed on a full-time or part-time basis depending on how many the children are. The researcher identified that participants are subjected to poor working conditions where they are required to work 24 hours on weekdays because they stay with the children which is against the Basic Conditions of Employment Act (BCEA), No. 75 of 1997. The BCEA section 9A states that the employer is not supposed to require an employee to work for more than 45 hours per week (Government Gazette, 2020). When the researcher asked the participants what they would change about the profession given the opportunity Nokuthula said, "*I would change our working conditions, I would suggest they change the four days to seven days off*" [Nokuthula, 55]. Most of the participants mentioned that being a CYCW involves working long hours per day, being always on standby as they have to make themselves available 24 hours a day to serve to the needs of the children. Eleven participants stated that the nature of their job requires them to carry

out long shifts or to stay with the children on a full-time basis depending on the setting of the organisation. Sarah said that, "*Child and Youth Care Work is a 24/7 job… Our day offs 4 days per month. You go out on a Friday afternoon and come back Tuesday afternoon. We only have that time with our own families. We spend most of the time in the centre"* [Sarah, age 50]. This statement shows that the participants are over worked and that there is a need for recruitment of more CYCWs in both organisations to relieve the workers on the job demands. It is evident from the quotes that the participants from both organisations were unhappy about the long working hours and felt that an intervention is needed to ease the strain that they experience because of working throughout the whole day.

Furthermore, participants asserted that they find it quite frustrating and inconvenient that they have to be on stand-by even on their off-days and this is not part of the conditions of service. Six participants believed that it is disruptive to their private lives as they have their own families and life outside the work situation. Consequently, the researcher identified that the arrangement of work shifts was a major challenge for most participants. The researcher agrees with the notion by Smith (2009) which states that a call for shift work can be effective and less frustrating for CYCWs if it is planned in a manner that allows them to plan their lives.

It also emerged from the study that participants are often subjected to work for prolonged hours, beyond the 12-hour shift that is required. Ten participants said, being a CYCW is a 24-hour job, and they cannot take a break from it. Another challenge identified by the participants as a subtheme to inadequate working conditions is leave days. Seven participants stated that subsequent to them working for prolonged hours, they have inadequate leave days and are sometimes required to report to work while they are supposed to be on their four days leave. Participants felt that there is no time to rest in this field of work. One participant said "*There is no break because the small one also keeps me busy, I work all the time. I am very busy, there is feeding, bottles and there are certain things that I have to get my files ready because there are things that we have to record daily on the files"* [Desiree, age 62]. Using the Job Demand Resource model, the researcher identified that adequate working hour is a job resource needed by CYCWs to reduce job demands.

When the participants were asked what they would change in the profession given the opportunity, eight of the participants mentioned that they would change their working hours.

Participants mentioned that they work for long hours and that they sometimes must use their free time to attend to their job, which they feel is not fair. [Desiree, age 62, female] states that, "*I would change the way things are being done. We are expected to have everything in time forgetting that we are taking care of the little ones, I would like to be given more time to fix whatever management wants you to fix. Also, we have sports day on Fridays which is our off days, we off on Friday then come back Tuesday once a month and I feel that is difficult for me because the reliever comes in later, now I must clean and be at the field on time then come back and do a handover the menu, food list to the Reliever, must show the Reliever everything before leaving, hand over the children's medicine. We are also not allowed to make any mistakes or forget any information as this will get you trouble, the pressure is too much. Then I must also pack and prepare to go, the hand over takes time. I feel if it is your off day on Friday then they must excuse you. I would change how we work on off days*. This gave the researcher a sense that the employers are over-working the CYCWs and that they are being exploited when it comes to their working hours and leave days.

5.5.3. *Low Salaries*

High levels of discrepancy have been identified between the type of work that is provided by the CYCWs and the compensation offered by the respective organizations that employ them. It emerged from the study that participants earn a salary from R2000 to R3000. Subsequent to CYCWs not being paid well in the two NPOs, they also do not receive any benefits apart from the Unemployment Insurance Fund. Furthermore, it emerged that Child and Youth Care Workers' posts in CYCCs are not subsidized by the Department of Social Development. When the researcher asked if they feel rewarded for the type of work that they do, [Koketso, age 60] responded *"No, we are not paid well. We work for longer hours but the money that we are getting is small".* It emerged that even though CYCWs are the front-line workers in the welfare professions, they are also the least paid. Ten participants said alluded that their salary is inadequate and that it does not in any way match their hard work and responsibilities. During the interviews conducted some of the participants mentioned that their salaries are so low that it does not feel like they are earning, instead it is the same as receiving a stipend. "*Our salaries are also little, we do so much work and our efforts are not recognized. We earn so little for the work that we do, we do not receive any benefits"* [Desiree, age 62]. The researcher identified that most of

the participants mentioned that their salaries are very low. However, they were hesitant to say the exact amount. The researcher gathered from two participants that their salary ranges from R2000 to R3000 monthly and they often rely on overtime pay to make extra cash.

The researcher used the Job Demand Resources model to determine the interaction of demands and resources within CYCW and found that there is an imbalance between job demands and resources based on the responses from all the participants. This is confirmed by a quote from [Cecilia, age 43, female] *"The job demands are a lot, but the money is small that we cannot even buy a car or years, it takes years to fulfill our dreams. Salary ranges between R2000 to R3000, this depends on overtimes"*. The JD-R model indicates that salary is a job resource that is likely to lead to job disengagement if workers are not paid well. However, in this study that was not the case. The researcher noted that though the twelve participants expressed dissatisfaction with their income, none of them mentioned being emotionally detached from their roles and responsibilities nor did they wish to withdraw from the profession. Regardless of the low income, a majority of the participants have stayed in the field for years and some of them started earning salaries far less than they get paid currently. One participant said, *"When I started working here, I was earning R1500 and currently I earn R3000 with no benefits. I have been in the field for a very long time because I love what I do even though the income is low*" [Susan, age 50]. There is no information on how much an entry level income for CYCWs should be. However, the researcher gathered that most of the participants from both organisations do not earn enough income to afford a decent living.

5.5.4. *Lack of professional recognition*

This was another strongly featured theme in the study. All twelve of the interviewed participants strongly felt that they do not receive much recognition for the work that they do from stakeholders, other professions, the community, and the government. It emerged that lack of professional recognition could be driven by separate professional identity within social welfare in the opinion of other colleagues such as Social Workers. The researcher also identified that lack of recognition revolved around the title Child and Youth Care Work. There is often confusion on what it is that they do exactly. For instance, it came up that their role is sometimes mistaken for child-minders and that they do not hold any formal education. Participants expressed challenges in gaining respect not only from the society but from other professions. The researcher identified

that the lack of respect has then created a stigma around the profession and as a result it has made it quite difficult to attract and retain qualified employees. This was confirmed by Susan's statement: *"We are not recognized at all, I mean right now during this Covid-19 pandemic, other professions like health care workers are being taken care of but nothing is said about CYCWs, No one cares about us* [Susan, age 50].

The researchers view is that the low salaries discussed in the previous point, can also serve as evidence that the profession is not recognized and that they are not rewarded for the work that they do. The participants alluded to lack of support from policy makers and the government, which they feel supports the statement that no recognition is given to the profession. When asked whether they feel recognised, one participant said *"No, it is not recognized, we are actually the under dogs. We work for a stipend you understand, and we give everything. We give our lives up, our families, we stay here full time and only get off once a month. So, I do not think we are recognized"* [Sarah, age 50, female]. The responses from the participants gave the researcher the impression that, Child and Youth Care Work is often looked down upon by the general public and the occupation is often overlooked as a career choice that is viable. Therefore, participants believed that the fact that this profession is often looked down on, makes it difficult for it to be recognized as it should be.

Even though this field of work is often looked down upon, the researcher identified that the participants took great pride in the type of work that they do, a sense of interest and involvement was identified. One of the participants said that "*even though the outside world does not recognize the field, it gives me great pleasure to be able to make a difference in the children's lives"* [Glen, age 57]. The researcher got a sense that the participants are proud of the work that they do, as they did not seem much bothered about the public's views.

5.5.5. *Difficulty in administering discipline*

The majority of the participants expressed that, they are encouraged by the Children's Act No.38 of 2005 to utilize positive discipline which entails teaching and providing support. It emerged that CYCWs are taught positive discipline measures that aim to develop self-discipline in the children in their care and give protection with the intent to provide a safe environment that enables the child to learn rules, boundaries, and the consequences of violating rules. Corporal

punishment was outlawed in various institutions, including CYCCs, by the South African Government. Therefore, once the law was passed, the CYCWs had the duty and responsibility to ensure that this right was not violated and that a constitutional right-based framework is established in the CYCC to protect the children in their care against any form of harm (Stout, 2009). However, the participants felt that the introduction of this law and the lack of emphasis on the responsibilities on the children's part brought about entitlement in the children because this arrangement was abused by the children and as a result the adults serving as care givers were powerless in the process.

Ten participants in the study said that, they do understand that using punitive disciplinary measures does not allow the children to gain a positive learning experience. However, CYCWs are not equipped with adequate skills to help them manage the different behaviors of the children in their care. The participants mentioned that they often use time out or deprive the child of the chance to watch television until they understand their wrong behavior and apologize. The form of punishment depends on the age of the child. The participants felt that, even though this method is effective and does not subject the child to any harm, it does not work for the children.

Desiree said *"we discipline the children by grounding, or take away what they like, you tell them that they will not watch television with other on that day, tell them to stay away, help with dishes or deprive them the chance to go to friends but we only do that with the bigger children. But with the younger ones that form of punishment is not allowed so will give them time-out, sit in the corner. It is important to teach them discipline so that they can be better people when they grow* [Desiree, age 62]. This statement from Desiree gave the researcher the impression that behavior modification techniques are necessary in each Child and Youth Care Centre whereby each CYCW could be trained on how to administer discipline to try and decrease a particular behavior from the children.

It is quite evident from the interviews with the CYCWs that they are all doing their best to ensure that they administer appropriate disciplinary measures to the children and that they do not further expose the children to harm and trauma. Furthermore, the manner in which they deal with the children is respectful of their wellbeing and their needs. Chapter 2, Section 18 of the Constitution of the Republic of South Africa states that, immediately after the child is born, he/she automatically has rights and the child's physical integrity, and human dignity must be respected

in the same way as adults (Thesen, 2014). The participants were quite clear that discipline is not about disrespect to the child but about the development of a set of norms and values that would result in the child or youth developing into a good member of society. The participants expressed frustrations regarding how the legislative framework on corporal punishment has made it quite challenging to administer discipline and manage the destructive behaviors of the children. One participant said "*My problem is with the rights of children, children are given so many rights that they cannot even try to be responsible for"* [Sibongile, age 62] Most participants believed that giving too many rights to children has contributed to children not behaving appropriately because they are aware that there is not much that CYCWs can do.

5.5.6. *Mental exhaustion*

Mental exhaustion refers to feelings of being emotionally and psychologically drained and over extended by one's work, which often results in depersonalization and a reduced sense of personal accomplishment in the work environment (Maslach, Schaufeli & Leiter, 2001). The researcher found that high levels of mental exhaustion are likely to impact significantly on one's morale and effectiveness in the workplace. For instance, participants that are experiencing mental exhaustion showed loss of interest and less effort on the required tasks. It emerged that four participants had less desire to go the extra mile to complete the tasks or responsibilities as CYCCs. From the four participants two were in their 60s and have been in the field for over ten years. Therefore, it is essential to note how age can affect one's desire and mental state. The researcher found that mental exhaustion was experienced mostly by the older participants as they showed less energy and enthusiasm in the job. "*This job is very demanding and frankly I am exhausted now. I am still working because of the love the love and attachment that I have developed from working with these children"* [Sharon, age 62].

Child and Youth Care Workers are the frontline workers in the welfare professions: they are in constant contact with the children, and they are exposed daily to children that are abused, abandoned, neglected and children who suffer from different psychological disorders, trauma, and behavioral challenges. Therefore, it is also important to note how being exposed daily to children with behavioral struggles can affect the mental health of the participants. The majority of the participants asserted that their job is mentally demanding and as a result, participants often find themselves feeling overwhelmed and emotionally drained. Cecilia said *"This job is difficult*

and very stressful. I am exhausted. Personally, I cannot do it any longer. The work is too much and dealing with children with trauma and behavior challenge is hard'' (Sighed) [Cecilia, age 45]. The researcher observed during the interviews that most of the participants were feeling hopeless and seemed overwhelmed during the interviews. Due to the challenging and distinctive nature of the field, it is not shocking at all that CYCWs are susceptible to the effects of mental exhaustion. The Job Demand Resources model used in this study indicates that chronic job demands such as work overload and high emotional demands have the potential to exhaust the mental and physical resources of the employees and may result in depletion of energy. Using the JD-R model to analyse Cecelia's statement, it was evident that she is at a point where she feels strained physically and emotionally by the high job demands in her work environment. The researcher's view is that this was a cry for help from the participants, that an intervention is required to tackle and mitigate the depletion of energy experienced by the CYCWs from both the organisations.

5.5.7. *Lack of professional growth*

A majority of the interviewed Child and Youth Care Workers complained about the lack of career development in the field. The participants felt that the profession is static and dull. Over ten participants expressed frustration over the lack of adequate opportunities (job resource). It emerged that the work environment of the participants does not encourage career growth. For instance, in one residential facility the employer has taken the responsibility to provide external training paid for by the company to help improve the skills and knowledge of their employees. Whereas, at Salvation Army the participants are expected to pay for their own career development training. Participants mentioned that before the National Lockdown due to the Covid-19 pandemic the organisations used to take them for training in line with their field of work but since the pandemic began, they were unable to attend any workshops or training. Participants said that even though they are sometimes provided with opportunities to enhance their skills in the field, it is rather unfortunate that there are no opportunities for promotion because they remain in the same position for years regardless of experience or the skills acquired. One of the participants who has been in the field for 24 years mentioned that opportunities are scarce in the field and that with her experience of over 20 years she has been stagnant in the same position. When the researcher asked if there are any job opportunities and growth in

CYCW, the response was "No, *I do not see any opportunities in the field, we always do the same thing every day. Even if you have level 6 in CYCW you will not move up the ladder.*
We remain in the same position for years. With the qualification you don't even get promotion to be an administrator or supervisor" [Cecilia, age 45].

5.5.8. *Bullying and abuse from the children*

The study found that CYCWs are exposed to children from different abusive backgrounds daily. These types of children require continuous care and attention. Therefore, when dealing with these beneficiaries CYCWs must have a basic understanding of how children and youths develop differently as individuals and must appreciate every stage of their development without being overwhelmed. It emerged that CYCWs are trained to remain calm and not portray too much frustration when faced with the difficult behaviors of a child. However, participants said that always remaining calm can sometimes be a challenge because CYCWs are also human beings and can find themselves overwhelmed by the type of issues they experience with the children in their care. Participants believed that the ban on spanking or any physical form of coercive discipline method in schools and children's homes has had an impact in the bullying of CYCWs and the lack of power these workers have over the children and this is because children have more rights than their care givers. *Cecilia said, "We need to be careful when dealing with these children because they sometimes make up fake stories, they know that they are protected by the state and that they have more power than us the worker*" [Cecilia, age 45]. To add to Cecilia's statement, nine participants said that, often the children misuse the law: they lie, cause disruptive behavior, and even swear at the CYCWs and when reprimanded they mention that "they have rights". The participants felt that children are aware of their rights and believe that they can get away with it without any serious implications because they are protected by law.

It emerged that CYCWs are faced with similar emotionally draining job demands in both organisations. The researcher found that participants endure firsthand temper tantrums, emotional withdrawal, and insensitive outbursts from the children. It is the researcher's view, based on the responses, that the lack of trust in adults caused by the pain and suffering that these children have endured has an impact on how they form relationships with others. The participants confirmed that they are abused by the children in their care. The participants said that the children in residential care tend to show aggression and uncontrollable behaviors towards them.

Furthermore, participants mentioned that children often lie a lot and they would sometimes report to management false accusations that a CYCW has harmed them. Cecilia 45 years old mentioned that *"Children are likely to create false accusations when they do not like the CYCW. This often happens when the worker has restrained them from their favourite activities*. For instance, taking away their phones or removing their right to watch television or making children do chores as a disciplinary method. Eleven participants said that, they are emotionally abused by the children. The children often swear at them or would tell them hurtful things such as "You are not my mother".

The researcher also found that every so often the abuse goes beyond emotional abuse. The participants are attacked by the children and the children vandalize and break windows to show aggression when a CYCW reprimands them. The researcher was informed by one of the participants that currently a colleague is attending a court case because she was allegedly physically attacked by one of the children in her care. Sibongile, 54 years old was allegedly bullied by one of the children. The woman cried during the interview and said that "*I am currently attending a case at court, one of the children was found beaten and he lied that I was part of the people that were beating him, and I was not there. These children lie a lot. Hence, it is important when dealing with them. I was even arrested because of the child's lies, I got out on bail.* In this statement the researcher could feel the pain experienced by Sibongile because of the incident that had happened to her. The participant had tears in her eyes and mentioned that she was wrongly accused and that she is terrified that she might lose her job because of the accusations. The study found that CYCWs are subjected to verbal abuse in their daily practice and that these workers are prone to sabotage from the children. The researcher discovered that children and youths in CYCCs constantly find new and painful ways of inflicting hurt and insult on CYCWs. This was evident in the responses of the participants in the study. When asked if they have experienced any physical or emotional abuse from the children, participant's answers were: *Yes, yes, I have experienced physical attacks from the children, a lot. Most of the children come here with anger issues. At some point of the children broke windows last week using a golf stick. I also remember another incident with a child that left us last year, he used to attack us and beat other children, and the child would throw chairs at us when he's angry* [Nokuthula, age 55,]. The researcher got the impression that CYCWs are prone to abuse from the children and that not much is being done by the employer and also the state to protect the workers from the

children. It was quite evident that, the participants felt that they had limited power compared to the children and that their right to safety and protection is compromised.

5.5.9. *Stress*

It emanated from the study that the work of a CYCW is quite demanding, so much so that the workers are extremely prone to stress. The effects of psychological stress faced by the CYCWs are likely to affect their job performance or to them developing negative coping mechanism (Maherty, Jamieson & Scott, 2011). It emerged that the behavioral outbursts, the bullying, sabotage, and emotional abuse from the children can be a factor that causes stress in CYCWs. It was also evident that factors such as low salaries, long working hours, job demands and lack of professional growth in the field also impacts on the stress identified amongst the CYCWs and that these cannot be overlooked as stressors in this field. Therefore, the researcher is concerned that, in the long run, occupational strains may affect one psychologically and as a result one will burnout, have difficulty concentrating at work and may experience anxiety and behavioral effects which are likely to have an effect on the CYCWs' personal lives as well.

Participants in the study said that the nature of their job is too demanding and that they are not provided with adequate leave or off-days to enable them time to rest because they work for long shifts and throughout the day. It emerged that participants from both organisations are entitled to four days off per month each and are required to work on weekends as well. The researcher noted that despite this none of the participants alluded to being burnt out in the study. However, they mentioned that they do not get enough off days per month and as a result they feel mentally exhausted, stressed, and drained from the job demands. Excessive stress experienced by participants should be a concern because according to the JD-R model it has the potential to negatively impact the wellbeing of the employees and the organisations. Cecilia said that, "*The Children sometimes threaten us and tell say that "I will make sure you lose your" and as CYCW you cannot even rely to that, you need to walk away when provoked by the child. This job is very difficult, it is stressful. I am tired".* Consequently, the main issues identified as leading to stress among the participants are the lack of job resources such as physical, organisational, and social support provided by the employer to help the CYCWs cope with the negative behaviors of the children. The JD-R model shows that for employees to perform to their ultimate to achieve the

established objectives it is important to provide necessary support, as the organisations, to help reduce stress and anxiety.

5.6. COPING STRATEGIES BY CYCWs

5.6.1. *Resilience as a coping strategy*

One of the coping strategies used by CYCWs to deal with the job demands and the pressures is *resilience*. Glen said, "*You need to be emotionally strong when working as CYCWs and understand that these children come from different disadvantaged backgrounds* [Glen, age 58]. Participants mentioned they have adopted the notion of recovering quickly from any of the perils that they encounter in this field of work. Psychological resilience is described as one's ability to mentally or emotionally cope with a crisis quickly by protecting oneself from the potential negative effects of stressors (Molepo, 2014). The roles and responsibilities of a CYCW are very complex and demanding and they work 24 hours with no rest. Therefore, it is advised that for one to survive in this field, they need to have the ability to withstand the adversities that come with the job and be able to bounce back from difficult situations that they encounter in the work environment. As discussed previously, the CYCWs are subjected to emotional pain and suffering from the children, it is therefore important that they are mentally tough for them not to be easily affected by the awful words from the children in their care.

5.6.2. *Emotional regulation as a coping strategy*

CYCWs use emotional regulation as a coping strategy. As a CYCW one must have the capacity to manage potentially overwhelming emotions, and this usually helps them maintain focus when faced with occupational perils. Sibongile mentioned that, "*These children will provoke you so much sometimes, but it is important to control how you respond because you might just get in trouble if you act out of character"* [Sibongile, 54]. The statement by Sibongile gave the researcher the impression that to thrive in this field one must be able to monitor their emotions when dealing with children. This means that one must be able to resist being controlled by emotions when reacting to upsetting circumstances (Zeman, Cassano, Perry-Parrish & Stegal, 2006). According to Vanderwoerd (2006) the daily responsibilities of a CYCW includes managing children's behaviors, which can be challenging if one is unable to regulate one's emotions.

It emerged from the participants' responses that one of the perils they encounter in their field is dealing with difficult and destructive children, which often exposes them to verbal and physical abuse from the same children that they are taking care of. It is emotional regulation that often assists them when dealing with the behavior of the children. For instance, regardless of the strong emotions, embarrassment and frustration inflicted to them by some of the children they must remain calm. They also have the responsibility to teach the children emotional regulation and how to project their reactions into situations without showing aggression or using bad words to hurt the other person.

5.7. CONCLUSION

This chapter explored occupational purpose and the perils experienced by residential child and youth care workers in Johannesburg South. The research question and objectives of the research study were answered by means of the responses of the participants in the conducted individual interviews. Data from the administered interview schedule with the Child and Youth Care Workers from two Child and Youth Care Centres were used to identify themes and sub-themes. Verbatim quotes were included to illustrate these themes. It emerged from the study that the purpose of CYCWs is complex. It involves more than taking care of the children and youth. It includes being present and constantly assessing the development of each child. Occupational perils experienced by CYCWs were identified and it emerged from the study that CYCWs persevere through conditions such as exhausting daily routines, low salaries, inadequate work conditions, lack of recognition, lack of professional development, mental exhaustion, bullying from children and stress. Despite these negative feelings, participants indicated that they were passionate about their work and optimistic that one day their circumstance will change.

The Job Demand Resource model was employed to analyse the findings. The researcher discovered that the job demands were greater than resources and as a result this could pose a threat to the job engagement of the CYCWs. The participants were quite vocal on their occupational perils. However, they did not expand much on the coping strategies used in their work environment. It was discovered that participants had adopted the notion of recovering quickly from any of the perils that they encounter in this field of work through resilience and emotional regulation. The following chapter will provide a summary of the findings, as well as recommendations.

CHAPTER 6

MAIN FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

6.1. INTRODUCTION

This chapter provides discussion on the main findings, conclusions and recommendations of the study. These main findings are derived from the results obtained on the collected data. Primary aims and objectives of the study are linked with the main findings from data collected.

6.2. MAIN FINDINGS

6.2.1. *Objective 1: To explore possible perils experienced by Child and Youth Care Workers in their work environment.*

In the conducted individual interviews, participants mentioned various perils that they encounter in the field of Child Care Work and from the responses the researcher identified that even though participants were from different organisations they provided similar answers, their experiences were quite common, and they faced the same perils. The researcher successfully identified that CYCWs experience perils such as an exhausting daily routine, inadequate working conditions, low salaries, lack of professional recognition, difficulty in administering discipline to children, mental exhaustion, lack of professional progression, bullying and abuse from the children and stress.

When collecting references, the researcher found that the perils experienced by CYCWs in this country are consistent with those experienced by other CYCWs in the world. The researcher found that there are studies previously conducted to help eliminate or address some of the perils. However, it seems like not much has been done because CYCWs still experience the same old perils even to date. For instance, many researchers have written a lot about perils such as low salaries, inadequate work conditions and the lack of recognition. However, nothing has been done to change that; CYCWs not only in South African but in other parts of the world still find themselves faced with these perils. This objective was achieved through the interviews. The researcher was able to identify nine perils listed in the paragraph above, that CYCWs encounter in their work environment from the participants.

6.2.2. *Objective 2: To explore what rewards are afforded for Child and Youth Care Workers in this field*

It was evident from the responses that CYCWs go over and above basic requirements to ensure that they provide the best services to the children in their care and that there is no limit to their roles and the responsibilities within a residential care facility. Participants mentioned that, they work for long hours per day, they never get enough time to rest and that their work is a 24-hour job. It emerged that though these workers put so much effort, time, love into their work and even must put their own lives on hold to take care of the children in their care, their efforts are not acknowledged and recognized.

They expressed feelings of not being appreciated like other professions in the welfare spectrum because there are no rewards afforded to them. Participants mentioned that they do not receive any incentives from the employers nor the government; they do not receive yearly bonuses and their employment contract has no benefits such as medical Aid and pension fund. The researcher identified that the only reward associated with the profession is self-fulfillment. The participants mentioned that, the work that they do is rewarding emotionally and that it is self-fulfilling because it enables them to give back to their communities and help those that are disadvantaged. They mentioned that it makes them feel good when they see progress in each child, when they grow up into responsible, reputable, and successful individuals. They know that they have done a great job when they can identify positive development in the children and for them that is rewarding.

6.2.3. *Objective 3: To learn what the coping strategies are that are used by Child and Youth Care Workers towards the occupational perils encountered*

All the participants in the study have been in the field for over five years and the oldest has been working as a CYCW for a period 25years. In the interviews they each expressed that the reasons why they have stayed in this profession regardless of the perils that they encounter daily, and the strenuous demands of their job were because they believe that they were driven by passion to pursue a career in this field. Therefore, it is through passion that they have developed their own coping strategies as individuals. Findings show that CYCWs do not receive much support in residential facilities from the employers to help them cope better with the perils in their work environment. The respondents mentioned that they have had to develop resilience to deal with

the demands and the pressures that come with the kind of job that they do. They mentioned that they have survived for so long in the field because they have learned to adopt the notion of recovering quickly from any of the perils. Another coping strategy identified was emotional regulation. Participants believe that to thrive in this field one must be able to monitor one's emotions when dealing with children. Through emotional regulation the participants are able to resist being controlled by emotions when reacting to upsetting circumstances.

6.2.4. *Objective 4: To understand what the factors were that motivated Child and Youth Care Workers to engage in this type of work*

In the past it was believed that people joined Child Care Work mainly because of socioeconomic issues, insinuating that they were driven by poverty. However, recently conducted studies by Molepo in 2014 and Thesen in 2009 found that, individuals pursue this field of work for genuine reasons influenced by their love of working with children and the youth. The researcher found that all the participants in the study are qualified, competent CYCWs and are constantly seeking to advance their skills through attending training. This shows that the profession is growing, and that people are now venturing into it because of choice, interest, passion and to make an honest living. The researcher has found that, the profession is dominated by women in their 40s; amongst the participants no young people were identified. This reveals that there is a need to attract more young people into the field to overcome the age gap and this can be done through offering incentives, bursaries, and internships to the youth.

The Job Demand Resources model by Bakker and Demerouti is employed in the study to analyse the findings from the individual interviews conducted. The model seeks to show how an imbalance between the requirements of the job and the availability of resources can likely impact both the employees and the organisations negatively (Rothmann, 2007). In an organisation where there is lack or scarcity of resources to help employees fulfil and carry out their roles and responsibilities, it is likely that employees will disengage and show less interest in their work (Bakker, Hakanen, Demerouti & Xanthopoulou 2007). Findings show that there is no evidence gathered from the study that suggests that the CYCWs from both organisations lacked resources to do their job adequately. It was evident that the issue of lack of resources was not the core or the focus of their occupational perils. Therefore, because they are provided with adequate resources, these workers do not feel the pressure to disengage or neglect their roles and

responsibilities regardless of how demanding their job is. The researcher's view is that the job demands of the CYCWs in the study are reduced by the fact that support and resources are made available by the employers. For instance, in the case of this study, participants mentioned that they just have to show up at work and fulfil their daily activities, which is taking care of the children. They do not have to worry about shelter, stationery, food, school fees, uniform, clothes, and toiletries for the children in their care because all of these are provided adequately by the organisation and this makes their job easier.

High job demands are identified in the study: CYCWs have complex roles and responsibilities, their daily activities are quite taxing physical and emotionally. It emerged from the findings that in this field of employment CYCWs are faced with demanding pressures to provide excellent services to the children and the youth. Participants mentioned that, they are pressured to be perfect, they are not allowed to make any mistakes or else they will get into trouble with the employer. Job resources are physical, organisational, and social factors provided by the employer that help the employees to perform to their ultimate to achieve the established objectives and reduce stress, anxiety, burnout, and lack of engagement among the employees. For instance, these consist of factors such as equipment, career growth opportunities, training, autonomy, pleasant work environment and conditions. The findings reveal that the constant training opportunities offered by the employers to CYCWs have helped to ease the job demands. Participants mentioned that training affords them the opportunity to obtain and be exposed to information to help enhance their skills in the field. It was unfortunate that due to the Covid-19 pandemic CYCWs were unable to attend any training organised by the employers as they used to do before the pandemic. It is not surprising that the participants feel inundated by their job demands recently because they have not attended training for two years now.

6.3. SUMMARY

To determine the purpose of a Child and Youth Care Workers in a setting of a residential facility, the researcher had to first fathom the reasons that motivated each participant to pursue a career in CYCW. Findings show that all the participants had a common interest towards pursuing the profession. It appears that their primary motive was love for children and the youth. They expressed their sincere feelings towards wanting to work and help underprivileged children and the youth in the community. The participants also mentioned that their desire is to impact

positively and make a difference in the lives of the disadvantaged, abused, destitute, abandoned, and neglected children. While others mentioned that they shared similar vulnerabilities in their child histories, and some indicated they were driven by religious beliefs. They believed that this was their calling and that they were doing the will of God by serving those that are less unfortunate.

The second part to understanding the purpose of a CYCW was to seek what their roles and responsibilities entail. Much respect must be given to workers in this field because unlike other professions the work that they do is unlimited, they do more than what their job description entails. The findings from the study are that the roles and responsibilities of Child and Youth Care Workers are to attend to the basic needs of the children in their care and protection, this involves feeding, dressing, and assisting with homework and assignments and helping the younger children prepare for crèche and school, basically overseeing every activity. CYCWs are required to be involved in all acts of the care and the upbringing of the child, they are the mother-figures to the children. The researcher understood the role and responsibilities of CYCWs as being a full-time mother to the children in their care. One might point out the obvious and argue CYCWs are not the biological mothers to the children. However, it is undeniable that they play the role of nurturer, and provide constant guidance, teaching and support and care to children placed in CYCCs. The researcher believes that CYCWs are mothers to the motherless; like a mother, they never take breaks from their work. Once they are on duty, they must resume their full-on motherly role.

The study identified various occupational perils experienced by CYCWs in residential care. The researcher discovered that their occupational perils are common throughout the world. In an attempt to understand the occupational perils, the researcher notes that low salaries are a socio-economic challenge within CYCW. It emerged from the study that CYCWs are the lowest paid workers in social services, and they do not receive any benefits. The participants mentioned that their salaries are so low that they cannot afford a decent standard of living and referred to their salaries as a stipend. Furthermore, he participants' responses showed that there are some imbalances in salaries. CYCWs are not paid the same although they have the same level of education. It was a challenge to find literature on how much CYCWs earn in South Africa because there are no standard salary scales provided by the NACCW. Therefore, no one knows

the entry level salaries for CYCWs. Molepo (2014) states that, salaries for CYCW are determined by how much the NPOs can afford to give them, whereas for those employed in government institutions their salaries are funded by the Department of Social Development and they earn a little more.

Mental exhaustion, stress, bullying and abuse from the children are some of the identified perils which are likely to have an impact on their psychological wellbeing. Participants alluded to the experience of mental exhaustion as a result of the type of work that they do. They mentioned that the profession requires them to give up so much of their personal lives to provide adequate services to the children and that their responsibilities are so overwhelming that they sometimes experience mental exhaustion. Their wish was for the employers to increase their off days so that they could have adequate time to rest and recharge. Furthermore, the study discovered that the CYCWs experience stress caused by children which could affect their psychological wellbeing. CYCWs are exposed to behavioral outbursts, the bullying, sabotage, and emotional abuse from the children which they feel causes them too much stress.

Lastly, the findings were that CYCWs experience occupational perils at the professional level, which include inadequate working conditions, exhausting role routines, lack of professional recognition and lack of professional progression. Participants were adamant that the only way that their professional perils can be addressed is through intervention by the government. They believed that the profession lacks improvements because there are not a lot of legislative frameworks or policies guiding the profession. The responses from the participants indicated that the profession does not receive the recognition it deserves from the society and other disciplines within social services and outside.

It emerged that CYCWs do not receive much support not only from the employers but also the government. Not much has been implemented to assist them to mitigate the occupational perils that they experience. It was quite evident from the responses that they had lost hope in things ever changing in the field, they felt neglected. As a result, the workers have resorted to developing their own coping strategies and have accepted their conditions. They are not content with how slow-paced the profession is but despite the occupational perils they’ve remained committed to their jobs and have continued to serve the children and youth in their care with respect and dignity. The researcher got the sense that participants have somehow learned to live

with their occupational perils as they've shown they survive through any turmoil in their work environment. Two coping strategies used by CYCWs to deal with the demands and the pressures that come with the job that emanated from the study are resilience and emotional regulation. CYCWS are subjected to emotional pain and suffering from the children, it is therefore important that they are mentally tough for them not to be easily affected by the awful actions and words from the children in their care.

Overall, the researcher discovered an imbalance between Job Demand and Resources in the CYCWs. The job demands are higher, and they do not match the resources afforded to CYCWs in residential care. The study found that the primary concern of the employers in residential care facilities is the needs of the children more than the support personnel. The resources made available to CYCWs are those that impact the beneficiaries. For instance, CYCWs do not have to worry about finances, clothes, food, and stationery for the children because all the basic needs are provided by the employer and the Department of Social Development. However, CYCWs are not provided with resources such as financial support, adequate work conditions, opportunities for professional development and professional recognition. The researcher's view is that this will affect job engagement from the CYCWs. Their circumstances might deter them from going the extra mile in their roles and responsibilities.

6.4. RECOMMENDATIONS

6.4.1. *Skills development and training*

Skills play a crucial role in any organisation's success. It is imperative for the organisation to employ relevant people with qualifications in Child and Youth Care Work and in a case where employees lack certain skills then it is the responsibility of the employer to ensure that employees attend training and skills development programmes to be able to meet the required standards of competence in child care. Ravanfar (2015) states that, for an organisation to be able achieve its vision and goals, it is essential to have skilled people who are qualified in the field. The increase of children's homes in the country called for more absorption and employment of CYCWs in residential care facilities (CYCCs). When the profession was established a lot of unemployed and those with no qualifications saw employment opportunities in this field and they took advantage of the situation to help themselves generate some income and earn a living in the

tough conditions of the South African economy. However, the increased need for CYCWs in the country became quiet alarming and as a response the National Association of Children and Youth Care Workers (NACCW) developed training for members interested in this profession in the 1980s (Allsopp, 2011a). There was a call by the Department of Social Development for the field to be formally recognised; this meant that residential facilities had to decide on whether to take their old staff for training or employ those that were already qualified and registered as CYCWs. According to Molepo & Delport (2015), introducing the qualification at an FET level has assisted in regulating the field and ensuring that people do not choose it because of survival but because they are passionate about it.

Child and Youth Care Work requires a recognised educational qualification which can be expensive to attain. Therefore, the researcher recommends an incentive strategy to encourage and to attract more people to Child Care Work. The government, which is the Department of Social Work in this regard, should offer bursaries whereby tuition fees will be covered, stationery will be provided, and a stipend given to the students pursuing CYCW. The researcher has observed that a majority of workers in this field are old and most of them are in their pensionable years. Therefore, by providing bursaries at FET level more young people with the desire to further their studies will be attracted to the field and show much interest in child care services. The employment of the young generation will also assist organisation with transferring skills from the old to the newly employed.

In terms of training and skills development, the researcher also recommends free in-service training opportunities for registered CYCWs. This in-service training will contribute to supporting the work of CYCWs in South Africa to equip them with more skills to serve the children, families, and communities. The training should be implemented by the National Association of Child Care Workers (NACCW) together with the Department of Social Development. Trainees must be accredited with Continuing Professional Development points after completion. It is important to note that these training courses must be free because CYCWs are already earning low salaries, they are not able to pay for such training and it would cause financial constraints to expect NPOs to pay for this training.

6.4.2. *Psychosocial support*

The participants admitted to experiencing stress caused by the great job demands in their work environment. It was also evident from the study that CYCWs often find themselves frustrated by the occupational perils that they experience and also admitted that they is a need for absorption of OSWs in Child and Youth Care Centres. Therefore, the researcher recommends that the NPO should employ Occupational Social Workers in residential care facilities to provide Employee Awareness Programmes (EAP). The services will assist in ensuring the good mental health and wellbeing of the CYCWs in registered Child and Youth Care Centres. Given the funding crisis in most Child and Youth Care Centres, it might be a challenge to afford the absorption of OSWs. However, the NPOs can seek funding from the Department of Social Development and advocate for the placement of at least one OSW in each residential care facility. The DSD already provides funding for generic Social Work posts, therapists, and psychologists. Therefore, with appropriate planning the Department can afford to extend the funding to Occupational Social Workers. An Occupational Social Worker will intervene at a micro level by providing intensive individual and family counselling to employees and assist with coping mechanisms for the work demands. This Employee Awareness Programme type of intervention will focus on a person-as-employee, whereby attention would be given to the human relations and job adaptions between the CYCWs and the work environment (Du Plessis, 1990). It is important to note that, making such EAP services available to groups of CYCWs on demand will be more feasible, although expensive. However, it is imperative for the NPOs to begin discussions with relevant stakeholders and advocate for the absorption of OSWs to offer such services to CYCWs in residential facilities.

6.4.3. *Team building/ workshops*

To enhance work relationships and social relations between co-workers and management in CYCCs, the researcher recommends continuous team building workshops to be implemented by employers. This will help address interpersonal problems within the organisation, establish a corporate culture and build trust among the CYCWs and the management. This intervention will also help individuals in the work environment understand diversity. The NPOs, with the financial assistance of the Government, can employ an Occupational Social Worker to facilitate workshops with the CYCWs, addressing the different issues or concerns faced by the employees. Promotive interventions can be taught to CYCWs through resilience building workshops, which

will also assist CYCWs with career planning and assist them with stress management because of their job demands (Van Breda & Du Plessis, 2009). Various occupational perils can be addressed through consistent team building and workshops. For instance, they would focus on empowering CYCWs and instill coping skills to help balance occupational pressures.

6.4.4. *Recommendations to the National Association of Child Care Workers (NACCW)*

The researcher recommends that the NACCW advocate for improved working conditions that are within the accepted guidelines of the Basic Conditions of Employment Act and the Occupational Health and Safety Act for CYCWs in residential care facilities. This can be done through the implementation of policies concerning the working conditions of CYCWs. The policy can include appropriate working hours, leave days and regulation of shift work across all CYCCs. Standard norms and standards for CYCWs are already set and available in CYCCs. However, the researcher suggests that there should be policies available that detail the roles and responsibilities of a CYCW in residential care facilities, should also include work boundaries and should outline what CYCWs are required to do and not within their work environment. This will assist in clarifying the role confusion that CYCWs have regarding their work. The NACCW must develop a template of policies and procedures for CYCCs to use as guidelines. This template would help create consistency in the roles and responsibilities of CYCWs and serve as a guideline for job requirements in CYCCs. Thereafter, the NACCW must play a significant role by providing support and guidance to NGOs after implementation of the new policies to ensure that they come to fruition and ensure that CYCWs are not exploited when it comes to working conditions.

A second recommendation to the NACCW is to play the role of a mediator between the employers and the CYCWs. It must make the employer aware of the occupational health and safety problems faced by the employees and work together with the employer to come up with strategies to minimize the risks. This can be done by being the middle-man ensuring that the employer and the employees are aware of one another's concerns. Participants in the study mentioned that they feel the employer often neglects their concerns because they have no one advocating for them. It is important to note that CYCWs are not represented by any union. Therefore, they are reliant on the NACCW to advocate for their rights.

6.4.6. *Recommendations to the Department of Social Development*

The Department of Social Development must develop a programme that will assist in mentoring CYCWs on the National Norms and Standards for Residential Child and Youth Care Centres. The programme will offer regular support to CYCWs in residential care facilities towards developing into best practice centres. To implement this programme, the DSD will need to establish a task team to monitor and evaluate the working conditions of CYCWs. The task team will need to ensure that CYCWs are elevated to the professional level in accordance with the National Norms and Standards for Residential Child and Youth Care Centres. The team must conduct regular assessments of the roles and responsibilities of CYCWs to ensure that they are in line with the provisions of the Professional Board for Child Care Workers. Lastly, it will ensure that working conditions of CYCWs in all residential facilities are within the accepted guidelines of the Basic Conditions of Employment Act and the Occupational Health and Safety Act.

The last recommendation to the DSD is that it should establish a funding programme and subsidize Child and Youth Care Workers' salaries not only for government owned facilities but also for other registered children's homes that are privately owned. The study found that currently, the DSD does not fund CYCW posts in Child and Youth Care Centres. In the researcher's view this will assist in increasing and improving the salaries of CYCWs. In the study it was evident that CYCWs do not earn decent salaries, they even compared their income to a stipend instead of a salary. Therefore, the DSD should look into setting salary standards for the entry level for CYCWs.

6.5. CONCLUSION

The research questions of the research study were answered, and the objectives were achieved. The research findings shed significant light on the occupational purpose of Child and Youth Care Workers and also identified the perils that these workers are exposed to in their work environment. There is a great need for collaboration between the employers in NPOs and the State to improve the environmental factors in residential care facilities and eliminate various risks that pose as a threat to the wellbeing of the CYCWs and the respective organisations that they work for.

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APPENDIX A

Interview Schedule

1. Personal Information

Age	
Gender	
Grade	
Ethnic group	
Language/s spoken	
Qualification	
Number of children	
Who do you report to	
Are you a member of NACCW	
Number of working days per week	
Number of days/months/years in the field?	

2. Employment background information

1. When did you qualify for the profession?
2. How many years have you been practicing as a Child and Youth Care Worker?
3. Can you please tell me why you choose Child and Youth Care as a career?
4. How has the profession evolved from when you started working and today?
5. Please tell me, what do your daily activities or responsibilities as a CYCW entail?
6. What do you enjoy about your profession?
7. What are the good things about your workplace?

8. What some challenges in the workplace (the children, the other staff, and management)?
9. What is it that you do not like about the profession?
10. If you could change something in this profession what could it be and why?

3. <u>Views about the profession</u>

1. In general, what are your views on Child and Youth Care Work in South Africa?
2. In your view, do you think this profession is recognised in the country?
3. In your own opinion is the profession growing in the country?
4. Given the opportunity what changes would you make or implement within the profession?
5. Do you understand the role of Occupational Social Workers in the workplace?
6. How do you think Occupational Social Workers could be helpful for Child and Youth Care Workers within Children's homes?

Thank you.

APPENDIX B

PARTICIPANT INFORMATION SHEET

Good day,

My name is Lungile Seane, and I am post graduate student registered for the degree MA in Social Work at the University of the Witwatersrand. As part of the requirements for the degree, I am conducting research on exploring occupational purpose and perils experienced by residential child and youth care workers in Johannesburg South. It is hoped that the study may contribute to enhance the area of scope in Occupational Social Work and increase absorption of Occupational Social Workers within Child and Youth Care Centres.

I therefore wish to invite you to participate in my study. If you accept my invitation, your participation would be entirely voluntary, and you are free to withdraw at any time without penalty. There are no consequences or personal benefits of participating in this study. If you agree to take part, I will arrange to interview you at a time and place that is suitable for you. The interview will last approximately 30 minutes. Participates are may withdraw from the study at any time and may also refuse to answer any questions that you feel uncomfortable with answering.

With your permission, tape-recording will be used during the individual interviews. No one other than my supervisor Dr Roshini Pillay will have access to the tapes. The tapes and interview schedules will be kept in a lockable cabinet for two years following any publications or six years if no publications emanate from the study. A copy of your interview transcript without any identifying information will be stored permanently in a locked cupboard and may be used for the future research.

Please be assured that your name and personal details will be kept confidential and no identifying information will be included in the final research report. The results of the research may also be used for academic purposes (including book, journal, and conference proceedings) and a summary of findings will be made available to participants on request.

Please contact me on 083 498 6619 or Lungiseane99@gmail, or my supervisor Roshini Pillay on

(011) 717 4486 or email on Roshini.Pillay@wits.ac.za if you have any questions regarding my study. We shall answer them to the best of our ability. If you have any concerns and complaints about the study, please contact **Human Research Ethics Committee (Non-Medical) Contact Details:** Chairperson: Jsper.Knight@wits.ac.za or the administrator: Ms. Shaun Schoeman Tel: 011 717 1408 Shaun.Schoeman@wits.c.za.

Thank you for taking the time to consider participating in the study.

Yours sincerely,

Lungile Seane

APPENDIX C

CONSENT FORM FOR PARTICIPATION IN THE STUDY

Title of the study: **Exploring occupational purpose and perils experienced by residential child and youth care workers in Johannesburg South.**

I hereby consent to participate in the research project. The purpose and procedures of the study have been explained to me.

I understand that:

- My participation in this study is voluntary and that I may withdraw from the study without being disadvantaged in anyway.
- I may choose not to answer any specific questions asked if I do not wish to do so.
- There are no foreseeable benefits or risks associated with participation in the study.
- My identity will be kept strictly confidential, and any information that may identify me, will be removed from the interview transcript.
- A copy of my interview transcript without any identifying information will be stored permanently in a lockable cupboard and may be used for future research.
- I understand that my responses will be used in the write up of an honours project and may also be presented in conferences, book chapters, journal articles or books.

Name participant: ……

Date: ……

Signature: ……

APPENDIX D

CONSENT FORM FOR AUDIO-TAPING OF THE INTERVIEW

Title of the study: **Exploring occupational purpose and perils experienced by residential child and youth care workers in Johannesburg South.**

I also hereby consent to tape-recording of the interview.

I understand that:

- The recording will be stored in a secure location (locked cupboard or password protected computer) with restricted access to the researcher and the research supervisor.
- The recording will be transcribed and any information that could identify me will be removed.
- When the data analysis and write-up of the research study is complete, the audio recording of the interview will be kept for two years following any publications or for six years if no publications emanate from the study.
- The transcript with all identifying information directly linked to me removed, will be stored permanently, and may be used for future research.
- Direct quotes from my interview, without any information that could identify me may be cited in the research report or other or other write-ups of the research.

Name participant: ……

Date: ……

Signature: ……

APPENDIX E

ETHICS CLEARANCE CERTIFICATE

UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

DEPARTMENTAL HUMAN RESEARCH ETHICS COMMITTEE (SOCIAL WORK) CLEARANCE CERTIFICATE

Protocol number: SW20/06/03
Project title: Exploring occupational purpose and perils experienced by residential Child and Youth Care Workers in Johannesburg South.
Researcher/s: L Seane, student number: 685503
School/department: SHCD Social Work
Date considered: 22 June 2020
Decision of the committee: Approved (Low risk)
Date ratified: 24 July 2020
Expiry date: 31 July 2023

Date: 31 July 2020
Chairperson: Prof E Pretorius
Cc: Supervisor: Dr R Pillay

Declaration of researcher(s)

To be completed in **DUPLICATE** and **ONE COPY** returned to the Administrative Assistant, Room 8, Department of Social Work, Umthombo Building Basement or e-mailed to Fezile.Ndebele@wits.ac.za

I/We fully understand the conditions under which I am/we are authorised to carry out the abovementioned research and I/we guarantee to ensure compliance with these conditions. Should any departure to be contemplated from the research procedure as approved I/we undertake to resubmit the protocol to the committee. **For Masters and PhD an annual progress report is required.**

P

SIGNATURE

13/08/2020
DATE

PLEASE QUOTE THE PROTOCOL NUMBER ON ALL ENQUIRIES

School of Human and Community Development: Social Work
Private Bag 3, WITS, 2050, South Africa
T +27 11 717 4472 | E socialwork.SHCD@wits.a.c.za | www.wits.ac.za/shcd/social-work/social-work-as-a-profession/
IYUNIVESITHI YASEWITWATERSRAND | YUNIVESITHI YA WITWATERSRAND

APPENDIX F

LETTER OF PERMISSION

VILLA OF HOPE

To whom it may concern,

This serves as confirmation that Lungile Seane, a Masters student at Wits was granted permission to conduct her practical work at Villa of Hope CYCC.

.....

Programme Director/centre manager

Date: 07/05/2021

THE SALVATION ARMY

To whom it may concern,

This serves as confirmation that Lungile Seane, a Masters student at Wits was granted permission to conduct her practical work at Salvation Army Bethesda/Bethany CYCC.

.....

Programme Director/ centre manager

Date: 09-06-2021

APPENDIX G

TURNITIN REPORT

685503.Lungile Seane Final research report.docx

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