

## Social Counseling Technology for the Disabled

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**Abstract.** This article discusses the types of counseling technology for people with disabilities, their application to people with disabilities, and their effective use.

**Key words:** social counseling for persons with disabilities, difficult life situation, specialist, trusting relationship, reflexive, constructive, technological, predictive, housing and material issues, employment issues, paid and free social services, Project consulting, Prognostic consulting, communicative, adaptive, communication and remote consulting, medical and social expertise bureaus, consulting organizations, public associations.

Social counseling for persons with disabilities is an organized constructive cooperation between a social worker and a person with disabilities to understand the characteristics of a difficult life situation related to a disability, search for reserve resources for a person with disabilities, and help citizens. is a technology of social work. It is the adaptation of persons with disabilities to society, their implementation, and the protection of their legal rights and interests. In the process of providing social counseling for persons with disabilities, the following tasks are solved: providing professional assistance in solving the problem presented by a person with disabilities; inform the citizen about unused opportunities; mobilizing the hidden resources of a person with disabilities, providing a solution to the problem; to determine the main directions of further development of a person in society. The process of social counseling for persons with disabilities is carried out on two levels: meaningful and psychological. At the material level: a person with disabilities asks for help in solving a difficult life situation, and a specialist helps to learn and understand the nature of the problem and offers various options for getting out of it. At the psychological level: a trusting relationship is established between a specialist and a person with a disability, a specialist forms the attitude of a person with a disability to a rational, constructive solution to life's difficulties.

There are several classifications of social counseling for a person with a disability in the field of social work. Depending on the problem addressed by the disabled person, they are: counseling on extreme, social-psychological, social-legal, family and marriage issues,

housing and material issues, employment issues, paid and free social services. according to the list and include education and others. Depending on the purpose of the consultation: reflexive, constructive, technological, predictive.

Reflective counseling, that is, together with a person with disabilities to understand his difficult life situation, to analyze it, to search for priorities, to search for opportunities for change and development. In this case, the consultation process becomes joint thinking, and the main task of the consultant is to listen to the disabled person and understand the reasons for his difficulties. This type of advice can be used in several cases: in the first application to the medical and social expert regarding the issue of disability status, when accompanying a person with a disability in the rehabilitation process.

Project consulting, including the search and construction of a possible program (project) to change the existing situation, harmonize and improve it. This is a consultation - programming, consultant, designer, specialist, respectively. An example of such a consultation is a consultation with a specialist in medico-social expertise, who together with a person with a disability creates an optimal rehabilitation program. Technological consulting, which involves finding the optimal sequence of actions to solve a specific problem or task. This advice is a recommendation, where the consultant is a person with the necessary knowledge and experience. This is the kind of advice that a young person with a disability can get from experienced colleagues in a public organization of people with disabilities.

Prognostic consulting is the construction of an ideal model of the possible, probable state of a particular situation with the preservation or absence of any trends. This consultation is considered a prediction, in which the consultant is a person who can rise above the situation and its current state, see both positive and negative opportunities for development hidden in it. In this case, it will be possible to reveal the perspectives of the disabled person and develop a specific action program based on this. This type of counseling is used in the process of supporting the employment of a disabled person. The variety of types of social counseling for persons with disabilities allows us to talk about the existence of a number of its universal features. One of them is that social counseling is a technology of assistance, regardless of its type, which is provided voluntarily to a citizen who applies for this assistance. As a type of professional activity, it implements the important principles of social work - respect for a person's personality, his rights, and his private life. Often, people with disabilities have situations where they can only identify the area of difficulty, but do not understand exactly what and how to change to solve the problem. Consequently, they cannot tell him exactly what kind of help or service he needs to overcome the challenge. In such a situation, the consultant will help by applying the above-mentioned types of social counseling in practice. Conducting any consultation implies compliance with the main principles: appropriateness, voluntariness and disinterestedness, methodological literacy and competence of the consultant, benevolence and non-judgment of a person with a disability, orientation to the norms and values of a person with a disability, anonymity, with a disability to include the citizen in the consultation process. Counseling in social work with people with disabilities performs a number of functions: informative, developmental, problem-oriented, supportive, communicative, adaptive. Social work practice adopts various types of counseling support for people with disabilities and adapts it to the modern situation. Today, there are two main directions: communication and remote consultation. Contact (direct,

face-to-face) consultation involves direct contact of a social worker with a disabled person to jointly solve the problems of a person with a disability. Contact consultation is carried out both in social institutions (complex centers of social services for the population, bureaus of medical and social expertise, consulting organizations, public associations, etc.) and in the form of promotional activities (home consultations, mobile receptions, etc.). According to its technology, social counseling for persons with disabilities is often an interaction between a counselor and a person with disabilities, during which a social worker provides special knowledge and relevant information (social guarantees, services, rights and property) to another person. This allows a comprehensive and objective assessment of the problems faced by a person with a disability, a deeper understanding of them and the choice of the best course of action. It is customary to distinguish several stages in the process of social counseling. Preparation stage for consultation. At this stage, the schedule and sequence of consultations is determined. The counselor, if possible, collects information about the future disabled person, conducts initial interviews with officials and people close to the disabled person. As a result of the analysis of the received data, the consultant draws up a preliminary work plan, determines the most effective methods of influence and the method of communication with a person with disabilities.

Consultations of disabled people should be held in a separate, isolated room that guarantees confidentiality of communication. The room must be adapted to the needs of a disabled person: a person with a disability must be able to easily reach the counselor without barriers (ramps, special elevators, use of additional handrails and handrails). Unauthorized persons should not be allowed to enter the premises during consultations and should not interfere with them. A separate office with special equipment, protected from noise, external noises, phone calls, comfortable temperature regime and uniform lighting is preferred. It is recommended to have special equipment to create a colorful and sound background. The design of the office should be convenient for confidential communication. It is desirable to have a computer and the necessary software. In addition, the office should have drinking water and a first aid kit. The duration of one consultation of a person with a disability should not be too long. It can vary from thirty minutes to an hour. It is not recommended to take a break during the consultation, unless there is a special need for it. The results of consultation are recorded in special forms of accounting documents. A social worker can take work notes during consultations, if it does not interfere with the main work and does not cause objections of the disabled person, in the consultation report passport data, information about the family, who was sent to the consultation, health state of health, the problem indicated by a disabled person, consultation forms and methods, developed problems, consultation results, the person's behavior during the interview and his attitude to work, directions for further work with a disabled person and other necessary information data.

Remote (written, indirect) counseling does not imply direct contact between the counselor and the person with disabilities. In the practice of social work with a person with a disability, its most widely used variety is telephone counseling. Telephone counseling is the most economical, social, and psychological counseling for persons with disabilities. Its advantages are as follows: firstly, a person with a disability can ask for help without leaving home and at any time convenient for him; secondly, there are no time limits for this kind of advice, besides, you can get advice several times a day. Third, anonymous counseling (hotline) allows a person with a disability to discuss acute psychological problems with a

counselor without embarrassment and without the possibility to stop contact at any time.

But counseling over the phone has its own difficulties for some categories of disabled people: first of all, telephone communication puts the main burden on the auditory channel due to the lack of visual impressions. If the information channel is broken, the advice will not be effective. Secondly, the intensity of the work of social services is very high, so the specialist on the right issue does not always have enough time to consult by phone. Thirdly, the multitude of terms used by social service professionals may not always be understood by a person with a disability over the phone. Telephone consultation technology generally corresponds to the algorithm of contact consultation. At the same time, it has its own characteristics:

- When a person with a disability has a clear idea about the topic of consultation, he becomes the initiator of the consultation. From the first minutes of the interview, the social work specialist should use the nuances of his voice to show not only his readiness to communicate with a person with disabilities, but also to form a confident attitude towards him.
- A request for information from a person with a disability can cover a wide range of issues, however, often people with disabilities cannot immediately formulate the problem clearly, so the specialist should be ready to answer all the questions himself, or should immediately involve other specialists in consulting.

Thus, counseling technology is widely used in the practice of social work with people with disabilities. It is used in the following cases: an extreme situation (extreme psychological consultation) related to the determination of disability due to an injury or extreme situation; determining the level of disability (social-psychological and program counseling); development of an individual rehabilitation program (technological and prognostic consulting); in the process of social support of the disabled (different types of social counseling). At the same time, in social work with disabled people, an individual form of counseling is mainly used. Social counseling technology for the disabled has its advantages and disadvantages. The advantages of counseling include: comparative simplicity, cost-effectiveness, and the ability to provide immediate emergency assistance. Disadvantages of social counseling may be that the specialist is not directly inside the social organism where the problem of disability arises, exists and develops. As a rule, he sees a disabled person separately from his complex interaction system and social environment.

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