



Leading Practice

4.0 Working in a stressful environment

social care
institute for excellence



4.1 Factors affecting work-related stress

- Culture
- Demands
- Control
- Relationships
- Change
- Role clarity
- Support, training and factors unique to the individual

4.2 Pressures in a social work/social care setting

- The characteristics of the work
- The organisation's culture
- The people
- The physical environment

4.3 Stressful demands of the work

- Social work/care teams may be faced with the direct impact of distress on others
- There are overt expectations that they will alleviate this distress
- Resources may be too limited to achieve desired outcomes
- Complex interactions and relationships may also hinder good results

4.4 Impacts of stress

- Individuals
- Team
- Service delivery
- Organisation

4.5 Your role regarding stress

- Ensure that you are not a source of stress
- Support others who are under pressure
- Encourage a low stress culture
- Assess and address specific sources of stress