

## SERVICE SPECIFICATIONS 2011/2012

**CATEGORY OF SERVICE: SERVICES TO CHILDREN**

**SERVICE DESCRIPTION: AFTER HOURS EMERGENCY SERVICE.**

**DISTRICT: ALL DISTRICTS**

### AREA

<b>Name of Town / Area:</b>	
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### AIM

<b>Aim (focus) of the Service/Project</b>	To provide an After Hour Emergency Service.
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### SERVICES REQUIRED

<b>Target Group (s)</b>	Children in crisis and their families. (With specific reference to Child Abuse + neglect).
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## OBJECTIVES AND OUTPUTS REQUIRED

Objective (s)	Output(s)
<ul style="list-style-type: none"> <li>To provide a 24-hour emergency service with special reference to after hours and week ends</li> </ul>	<p><b>An organized service with necessary infra-structure available:</b></p> <ul style="list-style-type: none"> <li>Obtain names of organizations, volunteers and social workers who are willing to partake</li> <li>Drafting of weekly service rosters</li> <li>Implement an effective communication system</li> <li>Transport arrangements in place</li> <li>Claim procedures in place</li> <li>Identify and train volunteers</li> </ul> <p><b>Marketing of the Service</b></p> <ul style="list-style-type: none"> <li>Workshop with role players</li> <li>Pamphlets</li> <li>Radio talks</li> <li>Information to schools</li> <li>Inform public</li> <li>Inform all SAPS offices</li> <li>Circular to be drafted</li> </ul> <p><b>INTERVENTION / STATUTORY SERVICE AVAILABLE</b></p> <ul style="list-style-type: none"> <li>Crisis home visits</li> <li>Counseling / Support</li> <li>Developmental assessments</li> <li>Involve relevant stakeholders (e.g.: SAPS, Health etc)</li> <li>Removal of children / Perpetrators</li> <li>Opening of court enquiries</li> </ul>

**SOCIAL WORK ADMINISTRATION IN PLACE**

- Register of all cases dealt with
- Files in place
- Referral / Communication with Departmental Coordinator in place
- Monthly reporting and statistics to Department
- Claim / Payment procedures and system in place

**REPORTING OF CASES IN PLACE**

- Daily
- Monthly
- Annually

**WORK METHODS**

- Crisis intervention
- Case work
- Statutory work
- Information and awareness
- Management and administration

**FUNDABLE ACTIVITIES / ITEMS**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Personnel</li><li>• Transport</li></ul> | <ul style="list-style-type: none"><li>• Office expenditure</li><li>• Social relief</li></ul> |
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**ENQUIRIES**

**DISTRICT OFFICE OFFICIAL**

**Official:**

**Tel Nr:**

**NOTE: Additional information on this specific service and requirements could be obtained from the relevant legislation, departmental policies, position papers and circulars.**

**SUBMIT TO:**

**DISTRICT OFFICES:**

**Office:**

**Physical Address:**

**Official:**

**Office Nr:**

**APPROVED:**

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**DISTRICT MANAGER:**

**DATE:**