CULTURAL DIVERSITY AND SOCIAL WORK SERVICES AMONG A PRIVATE UNIVERSITY STAFF

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Abstract
Social Work acknowledges that the term cultural implies integrated patterns of diverse and unique human behavior including attitudes, thoughts, communications, actions, traditions, customs, beliefs and values. Today, in addition to assisting multiracial and culturally diverse populations, inclusive of sexual and gender orientation and geographic location, modern social workers help people with issues involving child welfare, mental health, human rights, fair housing and substance abuse. Hence, the study investigates the cultural diversity and social work services among Babcock University Staff. This study is cross-sectional survey research method. The method ensured that the researcher collects accurate data from the right respondents on the cultural diversity and social work services among Babcock University staff. The study find out that the social worker of Babcock University staff, many of the respondents have the ability to practice social work in a manner that recognizes, affirms, and values the worth of individuals, families, communities, and protects and preserves the dignity of each. Many of them practice social work services without bias, but few of the respondents need orientation on cultural diversity and social work services. The research concluded that regular orientation should be given, and Social workers should have a knowledge base of their clients' cultures and be able to demonstrate competence in the provision of services that are sensitive to clients' cultures and to differences among people and cultural groups.

Keyword: Culture, Diversity, Social Work, Services

Introduction

Keeping on the principles of cultural diversity among social practices, over 40 million immigrants live in the United States today, more than in any other country. These communities may be different in many ways, such as the language they speak, the food they eat, and their traditions, customs and religious beliefs, but they also share similarities (Budiman, 2020). For example, they all must comply with evolving U.S. immigration policies and laws and learn to navigate the American health care system. The foundations of the social work profession in the U.S. were laid in the late 19th century, due in large part to immigration trends. Social work helped to provide these helpless communities with the understandable and tools to overcome challenges that are posed by economic, and social poverty (Gisela, Virginia, Ariadna, and Irene, 2020).

Social work acknowledges that the term cultural implies integrated patterns of diverse and unique human behavior including attitudes, thoughts, communications, actions, traditions, customs, beliefs and values. today, in addition to assisting multiracial and culturally diverse populations, inclusive of sexual and gender orientation and geographic location, modern social workers help people with issues involving child welfare, mental health, human rights, fair housing and substance abuse. Hence, this study will investigates the cultural diversity and social work services among Babcock University Staff. Sub-title are: what is Cultural Diversity, What is Cultural Competence, Cultural Awareness, Cultural Humility and it implication on social work services among Babcock University Staff.

Review of Related Literature

According to the National Association of Social Workers (NASW) Code of Ethics, social work's principal mission is "to enhance human well-being and help meet basic and complex needs of all people, with a particular focus on those who are vulnerable, oppressed and living in poverty." Social workers are also champions for social change that benefits not only individuals but also families and communities. As the International Federation of Social Workers explains, "Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion and the empowerment and liberation of people." Cultural competence in social work entails understanding the cultural differences of people in need of social services.

From the study of Okoye, U. O & Ijiebor, E. E. (2013) identify that, Nigeria as a country was birthed from colonization and a merge of different cultures and groups and the amalgamation of 1914 is a proof of this (Nnoli, 2008). Social work was introduced formally into Africa and in particular Nigeria as a result of colonization but prior to this time, the extended family system and social clubs played a substituted welfare system role in the community (Obikeze, 1991). Social work in Nigeria has come a long way from just being a religious and voluntary offshoot to a professional discipline. Even though social work is formally new but it has been in existence since the pre-colonial era and carried out at communal levels through social clubs and the extended family system (Okoye, 2013).

According to a United Nations Development Programme [UNDP] (2004), about 190 independent states are home to about 5,000 ethnic groups and 600 living languages. The UNDP also reported that two-thirds of the states in different parts of the world have at least one ethnic or religious minority that makes up at least 10 percent of the population. This multicultural nature of societies has made it imperative for practicing social workers to understand the cultural orientation of clients and communities they work with in other to facilitate an effective delivery of services (Boyle & Springer 2001; Sue, 2006). It is believed that Nigeria presently is inhabited with about 375 cultures spread within the 36 states and 6 geo-political zones of the country (Nnoli, 2008).

What is Cultural Diversity?

University of the People (UOP) (2021) asserted that, culture is a broad term that encompasses beliefs, values, norms, behaviors, and overall can be understood as our "way of being." When you go out into the world, you will come into contact with people from different backgrounds and walks of life. It's a good rule of thumb to honor cultural diversity with your actions. So, what is cultural diversity?

Furthermore, Richard (2008) reviewed that, cultural diversity is the quality of diverse or different cultures, as opposed to monoculture, the global monoculture, or a homogenization of cultures, akin to cultural evolution. The term cultural diversity can also refer to having different cultures respect each other's differences. The YoungScot, (2021) pinpoint that, cultural diversity is about appreciating that society is made up of many different groups with different interests, skills, talents and needs. It also means that you recognize that people in society can have differing religious beliefs and sexual orientations to you.

Cultural Competence

Maria, Tonia, Sarah, Jackie, Kathy (2016) in their study assert that, cultural competence is the ability of a person to effectively interact, work, and develop meaningful relationships with people of various cultural backgrounds. Cultural background can include the beliefs, customs, and behaviors of people from various groups. Gaining cultural competence is a lifelong process of increasing self-awareness, developing social skills and behaviors around diversity, and gaining the ability to advocate for others. It goes beyond tolerance, which implies that one is simply willing to overlook differences. Instead, it includes recognizing and respecting diversity through our words and actions in all contexts. Juanita, (2021) added that, cultural competence is the ability to participate ethically and effectively in personal and professional intercultural settings. It requires being aware of one's own cultural values and world view and their implications for making respectful, reflective and reasoned choices, including the capacity to imagine and collaborate across cultural boundaries. In other hand, cultural competence is, ultimately, about valuing diversity for the richness

and creativity it brings to society, especially in Babcock University. Within the field of social work, cultural competence refers to the ability to practice social work "in a manner that recognizes, affirms, and values the worth of individuals, families, communities, and protects and preserves the dignity of each" (National Association of Social Workers, 2015, p. 13).

Building on the Code of Ethics, Standard 3 of the NASW's (2015) Standards and Indicators for Cultural Competence in Social Work Practice suggests that social workers should have and develop ongoing knowledge about

> *...the history, traditions, values, family systems, and artistic expressions such as race and ethnicity; immigration and refugee status; tribal groups; religion and spirituality; sexual orientation; gender identity or expression; social class; and mental or physical abilities of various cultural groups.*

Ada (2021) thus concluded that, cultural competency is the foundation to reducing disparities by being culturally sensitive and providing unbiased, high-quality care.

Cultural Awareness

Cultural awareness refers to being mindful or conscious of similarities and differences between people from different groups. Cultural awareness includes being aware of issues related to power, privilege, and oppression. To employ cultural awareness in practice, social workers need to be aware of their own cultural characteristics (values, worldviews, language, belief systems, traditions, norms), as well as those of the people they are serving. Without self-awareness, social workers risk imposing their values, beliefs, and judgments on clients (Maschi & Leibowitz, 2018).

In the landscape of today's global economy, social worker agencies can expect to have clients from numerous cultural backgrounds and varied cultural practices, needs, and expectations. As a result, cultural awareness make a social work service to be successful, and effective. They help foster a sense of belonging, give social worker reason to affect change, and to feel like they have something valuable to contribute to the world. However, it can be challenging to connect with others without a solid understanding of their unique background(s). So, in a social work practices, how can we learn to interact respectfully and knowledgeably with clients and co-workers in cross-cultural situations? And how can we use our cultural diversity to strengthen our bonds with diverse populations? The answer is cultural competence (Bctpartners, 2021).

According to Preemptive Love (2021), cultural awareness encourages the acknowledgement and acceptance of differences in appearance, behavior and culture. In this field, it encourage diverse clients from a wide range of backgrounds. Help the social worker personally to effectively discharge social work services to client (students, staffs, and faculties in the University) who come from diverse neighborhoods. In order word, cultural awareness is important because without it, our opportunity to build those relationships is impossible. Instead, social worker staff may co-exist with people they do not understand, thereby creating a higher risk for misunderstandings, hurt feelings, and bias, things that can all be avoided.

Erin (2021) in Preemptive Love continue by say that, to be culturally competence is to immerse oneself in learning about other cultures. Cultural competence is not necessarily a skill that can be mastered, because there are always new people to meet. And they bring new cultures, family histories, and worldviews to the table and further give ideas that will help improve social worker cultural competence:

Pay attention.

In today's technology-driven world, it's easy to overlook pretty much everyone and everything around us. If you want to build relationships with the people around you, disconnect and make eye contact. Smile. Say hello. Act like you care, and when you begin to ask questions, people will believe you actually do.

Listen.

How often do we engage in conversation with someone with whom we have nothing in common, or someone with whom we disagree on a big topic? Do we ever think to set aside our own discomfort and try to just listen? One of the best ways to become culturally competent is to ask questions, and then listen carefully with interest, without any attempt to interrupt or persuade. Instead of asking what someone believes about a

certain topic, ask them *why* they believe what they do. This is an opportunity to learn more about their beliefs, experiences, and perspective.

Use your imagination.
It's impossible to fully understand what it's like to walk in the shoes of someone whose life experience is polar opposite of your own, but it's valuable to try. Imagine life the way you've heard them describe it, and it'll go a long way in helping you understand other cultures and worldviews.

Show interest.
Whether it is dinner, a cooking or language lesson, or a special festival that celebrates their culture, go and learn. Invite them to do the same in your world. You will both be better for having learned something new, and you will have fun doing it.
Ruth Hardy (2018) in conclusion say that, social worker should Spend some time getting to know the service user, do not rush meetings and interventions. Be continually aware of the social work values you have signed up to as a social worker. Be self-aware – remember your personal cultural values and beliefs. Remember the service user is the expert of their experience, adopt a position of 'not knowing' and be ready to learn. Reflect on the power of language. Language empowers and can also leave a person wounded. Do not make assumptions about service users because you perceive that they come from a similar background to another service user or someone you know. Resist tokenism or simple 'box ticking' as a means of evidencing your cultural competence. Be flexible, not rigid, particularly when using existing frameworks and tools.

Cultural Humility
How do social worker, win the hearts and minds of patients, families, and care team members whom they do not know? What are the obstacles that they face when encountering patients and gaining the trust needed to improve client care and client experience?
Cultural humility suggests that social workers should not view themselves as experts in other people's cultures but as learners. By acknowledging that they do not know everything about another person's culture, showing respect and opening of heart and mind to learning. For instance, when working on Blind clients, social worker should treat these clients as experts in their own lives, including their experiences in and perspectives about Blind culture. They should acknowledge that they do not understand Blind culture in the same sense as other clients, and they should value the opportunity to learn from them (National Association of Social Workers, 2015).
According to Aziz (2017), cultural humility is defined as a "process that requires humility as individuals continually engage in self-reflection and self-critique as lifelong learners and reflective practitioners. It requires humility in how physicians bring into check the power imbalances that exist in the dynamics of physician-patient communication by using patient-focused interviewing and care, and it is a process that requires humility to develop and maintain mutually respectful and dynamic partnerships with communities" Similar to cultural awareness and cultural sensitivity, cultural humility requires reflection and self-awareness. To avoid making assumptions about another person's culture, in which they need to be aware of ways in which that culture affects their own language, beliefs, values, and so on (National Association of Social Workers, 2015).

What is Social Services?
The development of social services increased significantly in the last two decades of the nineteenth century in Europe. There are a number of factors that contributed to the development of social services in this period. These include: the impacts of industrialization and urbanization, the influence of Protestant thought regarding state responsibility for welfare, and the growing influence of trade unions and the labor movement (Flora, 2017*).*
Social Work Services, from the Law Insider platform (2021) defined Social work services as services that include (i) making home visits to evaluate a child's living conditions and patterns of parent-

child interaction; (ii) preparing a social or emotional developmental assessment of the child within the family context; (iii) providing individual and family-group counseling with parents and other family members, including appropriate social skill- building activities with the child and parents; (iv) working with identified problems in the living situation (home, community, and any center where early intervention supports and services are provided) that affect the child's use of early intervention supports and services; and (v) identifying, mobilizing, and coordinating community resources and services to enable the child with a disability and his family to receive maximum benefit from early intervention services. Furthermore, Brian in**,** European Social Services reviewed that, social services are a range of public services intended to provide support and assistance towards particular groups, which commonly include the disadvantaged. They may be provided by individual actors, private and independent organizations, or administered by a government agency. Social services are connected with the concept of welfare and the welfare state, as countries with large welfare programs often provide a wide range of social services. Social services are employed to address the wide range of needs of a society (Seekings, and Nattrass, 2015). Therefore, Social service**,** also called welfare service or social work**,** any of numerous publicly or privately provided services intended to aid disadvantaged, distressed, or vulnerable persons or groups. The term social service also denotes the profession engaged in rendering such services. The social services have flourished in the 20th century as ideas of social responsibility have developed and spread.

Method and Assessment of Cultural Diversity and Social Work Services among Babcock University Staff

This study is cross-sectional survey research method. The method ensured that the researcher collects accurate data from the right respondents on the cultural diversity and social work services among Babcock University staff. From the assessment of Holley and Steiner, (2005) identify that, there is need for social worker to understand his/her own cultural background and values and also understand his/her own biases. The necessity of understanding one's own cultural background and values will make clearer the discrepancies between the social workers own values and those of a client from another culture. This will help the social worker to become culturally sensitive with his/her clients. The conflict on certain issues such as sex, feeding habits, marriage among various cultures in Nigeria can create a biased mode of intervention to clients. It is imperative that the social worker have a sound knowledge of what is culturally bound on sensitive and critical issues. In addition, Ishikawa (2009) also assessed that, Social workers need to be aware of their own cultural value systems and ethnocentric attitudes and face up to their unconscious prejudice

Social Work Services among Babcock University Staff

Social workers who provide social welfare services are found in every facet of community life, including schools, hospitals, mental health clinics, senior centers, elected office, private practices, prisons, military, corporations, and in numerous public and private agencies. Some social workers conduct research, advocate for improved services, engage in systems design or are involved in planning or policy development. Many social workers specialize in serving a particular population or working in a specific setting. (National Association of Social Workers, 2015).

Social workers are trained to recognize and respond to students, staffs and faculties at Babcock University. As a result of a growing need, some campuses are beginning to provide social work services that reach beyond their usual counseling or advising offices. The wide range of special needs among today's staffs and faculties requires more complex multidimensional, carefully coordinated, assertive help. (FSU Online, 2020).

Social workers employed in higher education settings play critical roles in the lives of staffs and faculties at Babcock universities. Regardless of their specific roles, social workers have the opportunity to support staff academic and personal growth during this critical phase of their lives. Additionally, they have the benefit of collaborating with a network of people from other professions and disciplines. Their range of responsibilities can also provide the opportunity for involvement in program planning, development and evaluation. However, like many other work settings, social workers in higher education settings also face the challenge of limited resources, cultural diversity and high caseloads as the case maybe. These challenges

can sometimes make it difficult to effectively serve staff in the university (Akintayo, Hämäläinen and Rissanen, 2017)

USC Suzanne, (2019) reviewed that the role of a school social worker which of course, involves wearing many hats, including truancy officer, case manager, student and parent advocate, student mediator, counselor and distributor of resources. Typically, they are the only social worker on site, and they serve a unique role within their schools.

From the assessment of Walden University (2021) disclosed the work and impact of social work services to human say that, some of the services university social workers provide include: Advocating for the child and mobilizing family, school and community resources to enable the child of staff to learn as effectively as possible. Participating in special education assessment meetings as well as individual educational planning meetings. Working with problems in a staff living situation that affect the staff's adjustment at work. Preparing a social or developmental history on a staff with a disability. Helping develop positive behavioral intervention strategies. Furthermore O'Keefe, (2013) say that, helping with conflict resolution and anger management. Helping alleviate family stress. Helping them as a parents. Assessing staffs with mental health concerns. Developing staff training programs. Assisting teachers with behavior management. Helping school districts get support from social and mental health agencies. Identifying and reporting child abuse and neglect.

Christiane, and Deborah (2021) in their study say that, a social work perspective, with foci on biopsychosocial spiritual assessment, sensitivity to diversity and oppression, and pursuing organizational and policy changes to promote social justice, can help higher education administrators build a well-coordinated system of care. An array of various campus support offices, such as disability services, the counseling center, campus health center, and tutoring, can be carefully coordinated to create a well-articulated, multidisciplinary approach that wraps around each staff at risk in an individualized action plan. These services can enhance staff, thus improving well-being of staff and for the host institutions. In the long run, the services may end up paying for themselves.

Conclusion/Recommendation

Identifying how crucial it is to get a job in Babcock University, traditionally disempowered populations are entering Babcock University. This includes staffs who have health challenges and disabilities/differences, cultural differences, family issue and who are immigrants, refugees, undocumented, of color, English language learners, and from economically disadvantaged backgrounds and communities. The work of social worker in providing social welfare at Babcock University are eminent due to the above mentioned among Babcock University staff. Thus, the research concluded that regular orientation should be given, and Social workers should have a knowledge base of their clients' cultures and be able to demonstrate competence in the provision of services that are sensitive to clients' cultures and to differences among people and cultural groups.

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