

СЕКЦІЯ 1 СОЦІАЛЬНІ СТРУКТУРИ ТА СОЦІАЛЬНІ ВІДНОСИНИ

THE ROLE OF NON-GOVERNMENTAL ORGANIZATIONS IN THE REHABILITATION OF HUMAN TRAFFICKING VICTIMS

РОЛЬ ГРОМАДСЬКИХ ОРГАНІЗАЦІЙ У РЕАБІЛІТАЦІЇ ЖЕРТВ ТОРГІВЛІ ЛЮДЬМИ

In the article, the multifaceted activities of specialized non-governmental organizations (NGOs) based on the orders of state institutions in the implementation of social services have been investigated. In accordance with the requirements of the modern era, the execution of certain functions of the state by NGOs in a democratic society has been analyzed in terms of determining interests and demands, confirming the fair distribution of existing resources as a superior indicator, and contributing to the establishment of social justice. The specialization of NGOs in areas such as social services, education, healthcare, medicine, sports, rehabilitation of human trafficking victims, etc., has been analyzed as a result of the development of civil society institutions. The aspects of the relevant legislation of Azerbaijan, as well as the State programs regulating the activities of specialized NGOs, have been examined. The activities of institutions related to the implementation of social orders by NGOs have been explored. The regulation of the activities of non-governmental organizations in the social service sector in the country, in line with market economics, the application of new economic innovations, the implementation prospects of ordered social services, and the prospects for the application of social innovations have been investigated. The application of innovative social service models, the use of a unified information center by those in need of social services, the application of "key management" in the management of social work, and the demand for knowledgeable and skilled social workers and social work managers have been highlighted. Non-governmental organizations (NGOs) specialize in various domains, such as the rehabilitation of victims of human trafficking, sports, medicine, family and children, peace, ecology, and more. NGOs have undergone considerable development to attain their current stage of sophistication. In democratic nations, the affirmative engagement of citizens in political life, challenging socio-economic conditions, and the execution of certain state functions by members of civil society in the sphere of social services are perceived as constructive. Legislative frameworks, state programs, and official decrees meticulously regulate the operations of non-governmental organizations in this sector within the Republic.

Key words: *specialized non-governmental organizations, social services, social worker, key management, human trafficking victim.*

У статті досліджено різнобічну діяльність спеціалізованих громадських організацій (НУО) на замовлення державних установ у сфері надання соціальних послуг. Відповідно до вимог сучасності, виконання громадськими організаціями окремих функцій держави в демократичному суспільстві проаналізовано з точки зору визначення інтересів і запитів, підтверджуючи справедливий розподіл наявних ресурсів як вищій показник і сприяючи встановлення соціальної справедливості. Проаналізовано спеціалізацію НУО в таких сферах, як соціальні послуги, освіта, охорона здоров'я, медицина, спорт, реабілітація постраждалих від торгівлі людьми тощо, як результат розвитку інститутів громадянського суспільства. Розглянуто аспекти відповідного законодавства Азербайджану, а також державних програм, що регулюють діяльність профільних НУО. Досліджено діяльність установ, пов'язану з виконанням громадськими організаціями соціальних замовлень. Регулювання діяльності громадських організацій у сфері соціальних послуг в державі відповідно до ринкової економіки, застосування нових економічних інновацій, перспективи впровадження замовлених соціальних послуг, перспективи застосування соціальних інновацій мають було досліджено. Застосування інноваційних моделей соціальних послуг, використання єдиного інформаційного центру теми, хто потребує соціальних послуг, застосування «управління ключами» в управлінні соціальною роботою, попит на обізнаних і кваліфікованих соціальних працівників та менеджерів із соціальної роботи. Були виділені.

Ключові слова: *спеціалізовані громадські організації, соціальні служби, соціальний працівник, ключове керівництво, жертва торгівлі людьми.*

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Introduction. Non-governmental organizations (NGOs) specialize in various domains, such as the rehabilitation of victims of human trafficking, sports, medicine, family and children, peace, ecology, and more. NGOs have undergone considerable development to attain their current stage of sophistication. In democratic nations, the affirmative engagement of citizens in political life, challenging socio-economic conditions, and the execution of certain state functions by mem-

bers of civil society in the sphere of social services are perceived as constructive. Legislative frameworks, state programs, and official decrees meticulously regulate the operations of non-governmental organizations in this sector within the Republic.

The activities of NGOs active in developed countries serve as a valuable point of reference for specialized non-governmental organizations functioning within the Republic. The implemen-

tation of innovative strategies in the realm of social services, the cultivation of social service sectors contributing to the advancement of the market economy, and the centralized administration of social service sectors from a singular hub are among the predefined objectives. The targeted initiatives of specialized non-governmental organizations are poised to engender an escalation in the quality and efficiency of social services. As an aftermath of the 30-year war in the Republic of Azerbaijan, there has been a notable upswing in the population of individuals with disabilities, and concurrently, the count of children bereft of parental care has seen a marked increase.

In addition, the prevalence of a healthy lifestyle in the country has contributed to increased life expectancy, primarily driven by advancements in medical science. The number of individuals acquiring disabilities for various reasons is not insignificant. All these factors necessitate reforms in the social service sector, calling for the recruitment of professionally trained social workers to implement rehabilitation programs and provide assistance to those living in challenging conditions from diverse categories. Specialized non-governmental organizations (NGOs) focusing on the field of human trafficking enlist the expertise of social workers to devise activity plans based on the voluntary consent of human trafficking victims. Social workers strive to achieve targeted, cost-effective, and dynamic activities to ensure the prompt and effective impact of social rehabilitation for human trafficking victims.

Degree of problem elaboration. Various scholars have explored the characteristics of the establishment and configuration of non-governmental organizations (NGOs). The article delves into the establishment of NGOs, legislative enactments regulating the activities of NGOs, and the specific features of the work of social workers overseeing NGO activities. Taking all these factors into account, an autonomous exploration of the aforementioned topics holds significant importance.

The specialized activities of NGOs represent a novel field in the Republic of Azerbaijan, hitherto unexplored in research. M.N. Aliyev's work delves into various aspects of the mutual activities of NGOs and state social service institutions [2]. R.O. Mammadova, in her research, has probed the qualities of work required to manage client behavior among social workers in this field [8]. Foreign authors, including Grace E. [7] Charriez Rivera [1], Mihaela B. [6], Brandy R. [1], Maynard, Michael [6], G. Vaughn, and Christine M. Sarteschi [7], have investigated the effective functions of specialized NGOs in various domains of social life. The application and coordination of key management practices as a form of social service on behalf of the state and on a paid basis have been scrutinized.

In focus group discussions conducted in foreign countries, the cost-effective aspects of research conducted to regulate social construction have been identified. Various electronic sources have been consulted to scrutinize the effective activities of specialized NGOs.

Purpose and Objectives. The principal aim of the research is to scrutinize the characteristics of the activities conducted by specialized non-governmental organizations, investigate innovative methods in organizing social work, apply key management under the conditions of a free-market economy to provide social services to victims of human trafficking and those living in challenging conditions. In this regard, considering the uniqueness of the topic, the activities of specialized NGOs in this field have been investigated, examining social services provided to victims of human trafficking and those living in challenging conditions in the areas of rehabilitation, employment, medicine, legal affairs, economic change, and other fields.

Methods. Throughout the research, a comparative analysis methodology and, generally, an analytical research method have been employed among the sources related to the topic. Depending on the objectives set in the research, generalization, progression from abstract to concrete, a historical-comparative and systematic approach, as well as methods such as analysis, synthesis, induction, and deduction, have been utilized.

The Duties of Non-Governmental Organizations in the Implementation of Social Services

The role of non-governmental organizations (NGOs) in the implementation of social services acts as an integrative nexus between the state institution and civil society, facilitating equitable and just access to existing resources. NGOs, through methodical and meticulous planning of their activities, differentiate the social strata with needs within the society, addressing the requirements of social groups in need. They contribute to resource allocation, poverty alleviation, and the development of health and education, providing their expertise in these areas. NGOs engage in active initiatives to enhance public awareness, motivation, and the prevention of corruption in government agencies, supporting the implementation of education programs for specialization and economic transformation, and participating in the execution of social services, thereby assisting in the more effective implementation of state social policies.

Non-governmental organizations that are active in the field of social services are guided by the practices established in foreign countries, particularly those focusing on the implementation of social projects. Organizations operating in social life as "charitable organizations" are recognized in political circles as "non-governmental

organizations." Non-governmental organizations present the interests and benefits of civil society to the state institution and take pride in their activities aimed at implementing social protection [2; 51–53].

To achieve sustainable socio-economic development and ensure the integration of individuals facing difficult living conditions into society, the President of the Republic of Azerbaijan, Ilham Aliyev, signed a decree on August 28, 2023, approving the "State Program for the Development of Social Services in the Republic of Azerbaijan for 2023–2026" [3]. The decree aims to improve the legislative framework for social services and to carry out comprehensive work on the implementation of extensive reforms that stimulate sustainable socio-economic development. The implementation of the State Program is planned to be carried out through the Economic Analysis and Communication Center under the President of the Republic of Azerbaijan based on the order of the Cabinet of Ministers of the Republic of Azerbaijan.

The State Program focuses on relying on international experience in creating the social service system, adapting social services to modern needs through systematic renewal, and improving institutional mechanisms and legislation to fulfill the essential conditions of social security. The enhancement of the quantity and quality of social services, ensuring the accessibility of services to vulnerable population groups in difficult living conditions, and the realization of the principles of social efficiency are envisaged in the State Program. The development of medical science, the improvement of the quality of healthcare services, and the citizens' well-being have led to a healthy and long life.

The number of disabled individuals in the country has significantly increased compared to previous periods, and recent wars, earthquakes, and a range of negative effects have adversely impacted the life quality and socio-psychological conditions of some citizens, leading them to difficult living conditions and the need for social services. Thus, the improvement of the social service system, the application of innovative technology in strengthening the material-technical base, and the recruitment of specialized social workers can contribute to providing quality social services to those in difficult living conditions.

The "State Program for the Development of Social Services in the Republic of Azerbaijan for 2023–2026" contemplates the organization of training for social workers in the "Management of Social Work" ("Key Management") system during the execution of social work with individuals (families) at risk of encountering challenging living conditions. The incorporation of key management in the execution of social services will engender conditions for the realization of both state-funded and remunerative social services through the

state budget. This will precipitate a reduction in government expenditures in the implementation of these social services, an augmentation in the remuneration of social service providers, and the provision of high-caliber social services.

NASW (The National Association of Social Workers)

The National Association of Social Workers (NASW) Board of Directors, composed of social workers, established standards for social workers in June 1992. These standards are specified for the System, Client, and Case Manager. A social work manager, holding a bachelor's or master's degree in social work, should be knowledgeable, skilled, and experienced in the social work program. The proficient social worker, utilizing their skills and expertise, demonstrates professionalism throughout the service, ensuring their client's involvement in all stages of implementing the work.

Despite intervening to provide services to clients and their families, a social worker must ensure confidentiality. Enhancing and expanding social services, assessing, and participating in ensuring the quality of services falls under the professional responsibility of a social work manager. The social work manager must provide effective planning, assurance, and evaluation of social services. Collaborating with clients and colleagues to strengthen partnerships and professionalism is essential for a social work manager. NASW standards have been defined for professional social workers. Social work managers operate in social service institutions, schools, healthcare facilities, and correctional service institutions, based on personal experience.

NASW standards have been universally accepted and formulated without a specific social work model. The purpose of NASW standards is to define the managerial character of social work and the role of a social work manager. The foundational concepts of social work include knowledge in social work, formal technical experience, and a value system that allows for the provision of specific and unique services to designated client groups [4]. The primary difference between social workers and business managers lies in the delivery of services. Social work managers oversee the delivery of social services. After determining the needs of clients and creating a care plan, they hand over this plan to professionals such as physicians, counselors, psychologists, and others [5].

Key Management Experience

The application of key management in social work encompasses the establishment of coordination in the provision of services across diverse domains of social services, thereby contributing to the formulation of accountability for the rendered services. Key management experiences are characterized by a comprehensive approach to the dispensation of social services in econom-

ically developed states. The overarching objective of social work is to generalize applications for social services and ensure the incorporation of citizens into complex services. The experience of social work in the United States revolves around the organization and coordination of social services, showcasing substantial progress from its inception to the contemporary era. Social workers, during the developmental phase of social work in the United States, were compelled to seek partnerships and identify donors to address the needs of citizens requiring social assistance.

The professionalization of social work, coupled with endeavors to enhance research skills, has been a focal point. While some scholars advocate for the formation of a values system grounded in legislation, others conceptualize it as a discipline integrating various fields. Despite these divergent approaches, there is a requisite need to synthesize and refine knowledge based on the experiences of population groups encompassed by social work. In essence, social work, grounded in experiences, contributes to the well-being of individuals in need. Professional social work finds application in working with at-risk youth within the education system. The scarcity of sources addressing the resolution of problems faced by those receiving education in US schools is noteworthy. The regulation of social construction positively impacts students' continuity, discipline, and academic results, as ascertained in focus group discussions involving eight social workers [7; 4].

The information derived from focus groups should adhere to a scientific foundation, employing a systematic research methodology. Focus group discussions can prove efficacious for participants and researchers alike during the implementation of key methods [7; 26–29]. Professional social workers systematically present various organizational forms of social work, including social-psychological, social-pedagogical, social-medical, social-ecological, etc. The objects of social work encompass individuals, groups, and communities. The subjects of social work comprise both collective and individual social services provided by the state social service institution. Social service agencies establish standardized rules for managing the process of resource utilization by the client. Social work methods encompass socio-economic, organizational-administrative, and psychological-pedagogical methods. Social workers leverage socio-economic methods to address the material needs and social benefits of individuals grappling with difficult living conditions. Normative-legal acts, upon which social workers rely, are integrated into organizational-administrative methods. Psychological-pedagogical methods are deployed for regulating the client's behavior [8; 18–19].

The Activities of Non-Governmental Organizations (NGOs) in this Direction in Azerbaijan

The Republic of Azerbaijan has approved its commitment through the enactment of Law No. 958-IIQ dated June 28, 2005, titled "On Combating Human Trafficking" specifically in Article 4. In the area of psychological, pedagogical, and social rehabilitation, as well as legal assistance, organization of special shelters, and collaboration with governmental agencies for the reintegration into society of victims of human trafficking. The National Coordinator of Azerbaijan, in collaboration with the Main Directorate for Combating Human Trafficking under the Ministry of Internal Affairs, has established connections with NGOs. An Agreement Memorandum covering the years 2013–2018 and 2019–2023 was signed between NGOs and the National Coordinator. To finance the activities of NGOs in this direction, the State Support Council for Non-Governmental Organizations under the President of the Republic of Azerbaijan allocated funds totaling 1,156,650 AZN for 139 projects during the years 2009–2021 [9].

The "National Action Plan on Combating Human Trafficking for the years 2020–2024" envisages an increase in financial support for specialized non-governmental organizations involved in combating human trafficking. Currently, 45 organizations have joined the coalition against human trafficking. Specialized NGOs such as the "Clean World for Women in Need" Public Union, the "Pure World for Women in Need" Public Union, "Tamas" Regional Development Public Union, the "Police Support" Public Union, the "Hope Sails" Public Union, and the "Fight Against Human Trafficking" Public Union are actively involved in the fight against human trafficking. The "Clean World for Women in Need" Public Union has been operating as a specialized NGO in the field of providing shelter for victims of human trafficking, domestic violence, and those subjected to forced labor since 2006.

Citizens of the Republic of Azerbaijan attaining the age of 18 and achieving full membership status within the Public Union actively engage in the organization's endeavors by acknowledging its Charter as coequal participants. This non-governmental organization (NGO) boasts a membership count of 500 individuals and operates under the leadership of its appointed president. The General Assembly serves as the supreme governing body, while the Executive Board functions as the executive arm of the organization. The NGO is the progenitor of various programs, notably, the "Clean World" Public Union, which has introduced specialized service domains for women who have fallen victim to human trafficking. These service areas encompass a psychological center, a training and methodological center, an intervention center addressing victims of domestic violence, a rehabilitation and reintegration center catering to victims of human trafficking, an international relations and information center, a hotline service, a

mini job fair tailored for women, and a Legal Clinic targeting women subjected to violence [10].

In an effort to safeguard individuals vulnerable to the perils of human trafficking and ensure their temporary sustenance, shelters have been instituted. In 2006, a contemporary, three-tiered shelter, furnished with state-of-the-art amenities, was inaugurated with collaborative efforts from the Organization for Security and Co-operation in Europe (OSCE) and the International Organization for Migration's Baku Representation, with the patronage of the United States Embassy. Representatives from specialized non-governmental organizations operate within the shelter, overseen by the Main Department for Combating Human Trafficking under the Ministry of Internal Affairs. The shelter's financial backing is provided by the state. Within these shelters, victims receive support, their fundamental needs are addressed, a secure environment is established, and provisions of sustenance, including food and medical supplies, are made. Furthermore, victims are offered comprehensive psychological, social, legal, and medical assistance, coupled with the creation of suitable living conditions.

In order to enhance the protection of human trafficking victims through more effective and just measures, members of the Group of Experts on Action against Trafficking in Human Beings (GRETA) of the Council of Europe are conducting the third evaluation round by preparing a questionnaire for the assessment of the implementation of the Convention on Action against Trafficking in Human Beings by the Participating States. GRETA's objective is the implementation of fair and effective measures for the rehabilitation and protection of the rights of human trafficking victims. The principles of providing legal, medical, psychological, and material assistance to human trafficking victims, as well as their placement in shelters, were thoroughly investigated during the first and second evaluation stages conducted by GRETA.

During the third evaluation stage, the questionnaires aimed to reflect societal issues for each country, ensuring the alignment of recommendations with the requirements, have been delegated to participating states. The preparation of responses to the questionnaire should take into account the opinions of representatives of non-governmental organizations (NGOs) and other interested parties. Four months have been allocated for the third evaluation. The results of the questionnaire will be prepared in one of the official languages of the Council of Europe (French or English) [11; 3]. Members of the Group of Experts on Action against Trafficking in Human Beings (GRETA) visited our republic, conducting meetings with government representatives and parliament members.

As a group of experts monitoring the implementation of the Council of Europe Convention,

GRETA regularly visits countries that have ratified the Convention on Action against Human Trafficking in Human Beings. The collaboration between the Ministry of Internal Affairs and GRETA is noted to be at a high level. GRETA representatives express interest in various aspects of the fight against human trafficking, existing problems in this field, legislative improvements, activities, and future plans. During their visit, GRETA experts visited the shelter of the "Contact Regional Development Public Union" in Ganja. The attention of experts was focused on the levels of psychological, legal, and medical assistance received by residents of the shelter, the operational regime, and living conditions [12]. They also showed interest in the activities carried out at the center dedicated to illegal migrants in Yevlakh. Recommendations for the rehabilitation, educational enlightenment, and legislative improvement from the Ombudsman's Office regarding human trafficking victims were brought to the attention of the expert group.

Conclusions. Thus, the provision of services by social workers specializing in dedicated NGOs to human trafficking victims and individuals living in challenging life conditions from various categories requires them to possess diverse knowledge and skills in various scientific fields. The Board of Directors of the National Association of Social Workers (NASW), organized by social workers, has been explored for guidance and recommendations. The coordination of services and the forms of comprehensive services in the organization of social services in developed countries have been investigated. The activities of the Group of Experts on Action against Trafficking in Human Beings (GRETA) of the Council of Europe regarding the evaluation of the implementation of the Convention on Action against Trafficking in Human Beings by the Participating States have been studied.

In our republic, reforms are being implemented in the field of social services provided by specialized non-governmental organizations to align with modern global practices. Enhancements in quality, the formation of competitiveness, the application of innovative technologies, the creation of a unique information center in the field of social services, and the development and application of social service models are being carried out. The Presidential Decree on the approval of the "State Program for the Development of Social Services in the Republic of Azerbaijan for 2023–2026", signed on August 28, 2023, aimed at strengthening the social work with citizens who may face the risk of being human trafficking victims or are already victims.

Relying on the scientific field of social work, it is crucial for those receiving education in this field to be trained in various areas, representing different categories of the population living in challenging life conditions. The execution of a portion of

the state's social functions by non-governmental organizations will lead to the institutionalization of specialized non-governmental organizations in the field of social services. Effective measures should be continuous, cost-effective, and economically efficient for QHTs to operate as practitioners in the social service sector. We believe that all participants will benefit from the implementation of "Keys Management" and the involvement of non-governmental organizations in paid social services.

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