

# TUNING IN TO THE LEADERS

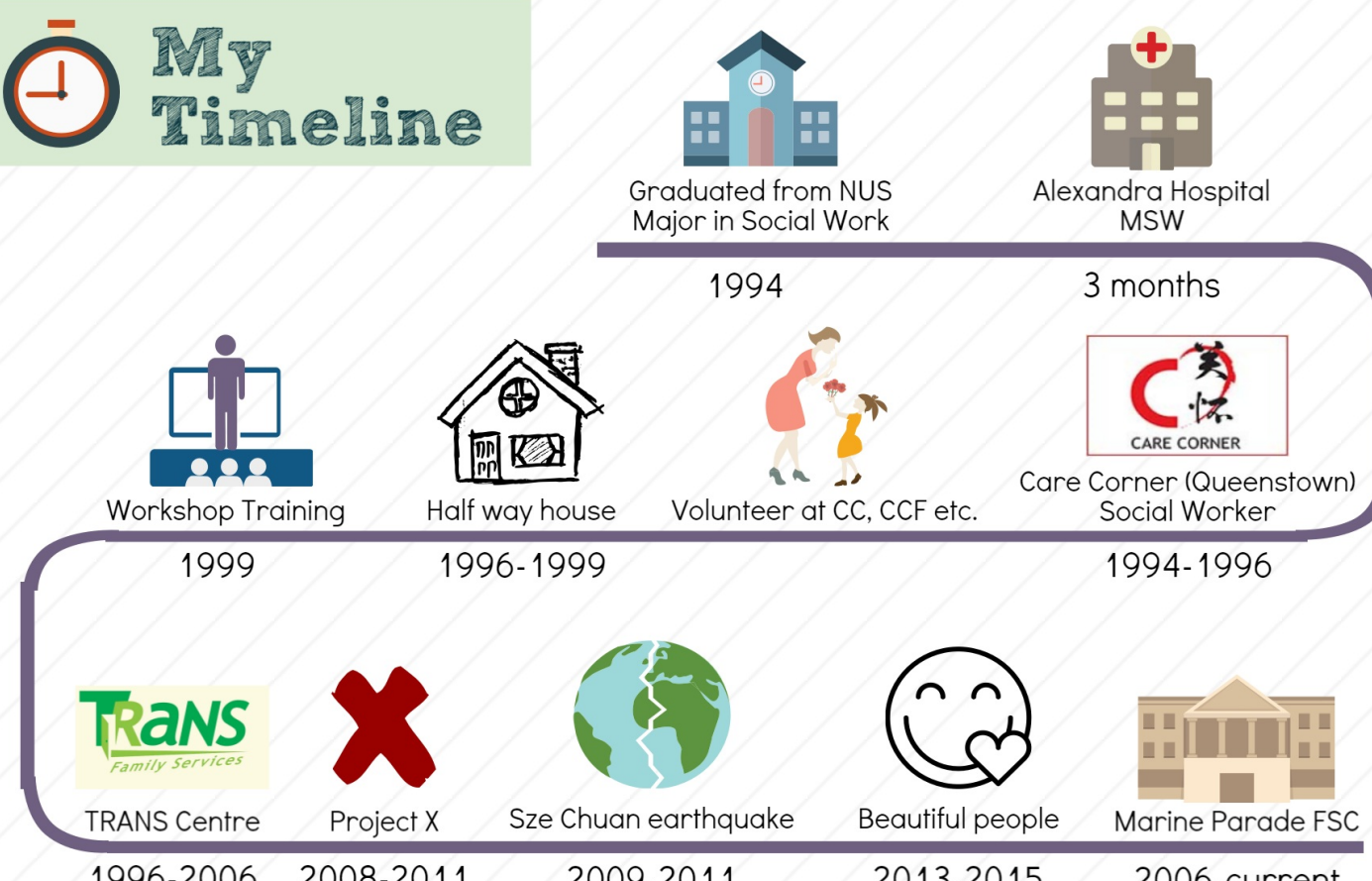
## Session 12



**Ms Han Yah Yee**

Ms Han Yah Yee has been a social worker for more than 20 years, and as a social worker, she gradually worked up the social work professional track after graduating in 1994. She was promoted to be the assistant director of the FSC in 2002 and currently holds the position as Group Director of social services at Montfort Care. She received the Outstanding Social Worker Award in 2010 and was appointed master social worker in 2014. As a social work innovator, she is armed with a rich experience in case work management and has innovated and created social work programmes to build resilience among pockets of vulnerable clientele. As a social worker who leads by example, she takes a staff centric approach in her management role. She spends much of her time coaching and mentoring her junior workers by working on the ground with them. As a social worker with love, she lives and breathes social work, working with the marginalised and helping them has become not only her core confidence but life philosophy.

### My Timeline

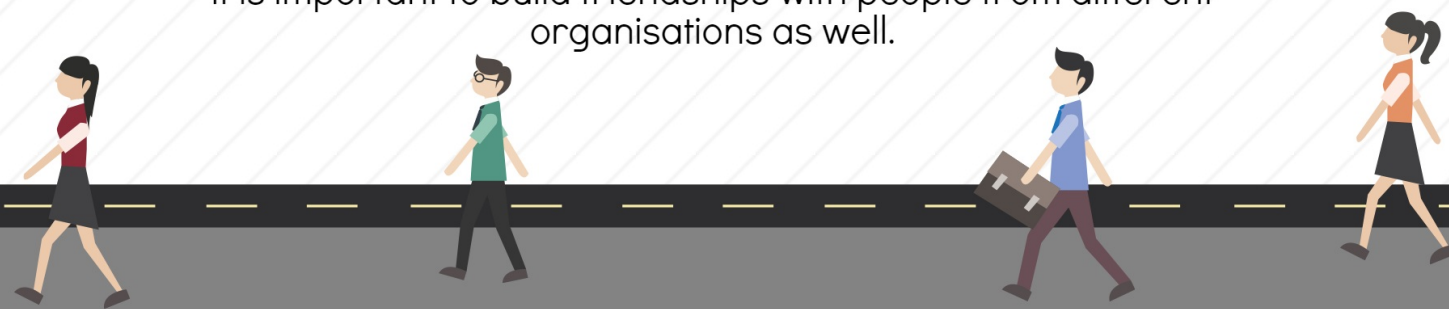


## MAKING FRIENDS AND FOSTERING FRIENDSHIPS

We need each other as everyone has different strengths.

It is important to accept and acknowledge our own strengths and limitations, and allocate work to people according to their strengths.

Although Social Workers tend to have more introverted personalities, it is important to build friendships with people from different organisations as well.



## WHAT EMPLOYERS LOOK OUT FOR WHEN RECRUITING STAFF

- Alignment in values
- Love working with people
- Willingness to "chiong" (work hard)
- Openness

\* It is fine if your skills are lacking as they will come with experience.

## QUESTIONS AND ANSWERS

What do you think are the differences between new social workers and social workers of your age?

I think Social Workers of my age probably went through and experienced a bit of poverty whereas most of the new Social Workers have not been through much hardships. Hence, new Social Workers would face more difficulties when facing clients who are struggling with bread and butter.

New Social Workers also receive better supervision and benefits. Compared to Social Workers of my age who are more daring, new Social Workers are more afraid of and worried about making mistakes.

## QUESTIONS AND ANSWERS

How do you maintain your job satisfaction working as a Group Director?

I have fun at work .

I make sure I laugh heartily at least once in a week to keep my passion burning.

Have fun at work in order to sustain your passion and to keep everyone excited about coming to work. This is what helps us continue in our profession.

## QUESTIONS AND ANSWERS

If you had a chance, what would you do differently as a Social Worker?

Social Workers are very good at doing things that are micro, so if I were to do things differently as a leader, I would probably do a lot more collaborative work with other partners such as MOH, MSF, the Police etc. to make changes in the system.

Therefore, I would also do more advocacy work as we did not have much connections in the past. It is important to have connections today as it helps us to complete tasks at a faster speed.