

The Role of Social Service in Promoting Human Rights in Interface With the Work of Police Corporations in Espírito Santo: Challenges and Perspectives

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ABSTRACT: This article aims to discuss and point out intersectoral practices in public policies that seek dialogue between Social Service, Human Rights and Public Safety. It is necessary to clarify the relevance of the articulation between the various agents participating in the process, enabling greater efficiency in the interventions resulting from an interdisciplinary work carried out by various institutions. The approach within the scope of Social Service can privilege the public interest, promoting a change in paradigms. It is essential that we have a receptive attitude to new initiatives, and willing to ensure the collective well-being. The promotion of dialogue between different institutions and between them and organized civil society is extremely relevant to ensure the continuity of essential services, and the maintenance of public order.

KEYWORDS: Social Assistance; Labor Practices; Public Safety; Social Service.

I. INTRODUCTION

Human rights and public safety are transversal themes and their discussions are of great social relevance for several interconnected reasons. Public safety must guarantee the protection of human rights, while the promotion and protection of human rights also contribute to the construction of a safer society. In the middle of this arrangement is the police officer, sometimes an agent of rights, sometimes responsible for ensuring rights, specifically the right to security. Therefore, respect for human rights by and "for" the police organization has been the subject of political and academic concerns.

Public safety is regulated in Article 144 of the 1988 Federal Constitution, which defines: "Public safety is the duty of the State, the right and responsibility of all, and aims to preserve public order and protect people and property [...]" [1]. In this sense, it can be affirmed that public safety is a right and responsibility of all, with the objective of ensuring individual rights and fundamental guarantees, promoting social peace and the development of individuals within a nation.

Therefore, according to Vasconcelos [2], addressing public safety as a social right demands a clear definition of the debate and an understanding of its origins. For this, it is necessary to revisit the roots of the democratic transition in Brazil and examine the constitutional structure established after 1988, considering its political, sociological and legal dimensions.

The role of Social Service in the promotion of Human Rights has become increasingly relevant in various sectors of society, including police corporations. In Espírito Santo, the challenge of integrating human rights practices into police activities is particularly significant, given the sociopolitical context and the specific

challenges faced by public safety in the region.

Historically, police corporations have played a crucial role in maintaining order and security, however, Bitencourt [3] highlights that the legitimacy and effectiveness of the police forces depend on the trust and cooperation of the community, since these professionals often face tensions between the need to ensure public safety and respect the fundamental rights of citizens. In this scenario, social service emerge as strategic agents in the intersection between security and human rights.

Therefore, social services, especially those who are part of the Public Safety Policy, need to ratify their socio-political positioning in defense of the interests of the working class on a daily basis, positioning themselves on their side and joining efforts to make rights viable, under the guidance of the principles of the Code of Ethics [4] and the law that regulates the profession [5].

According to Araújo [6], public safety is made up of a set of preventive devices and measures designed to guarantee the protection of the population, keeping it safe and free from dangers, risks and damages that may threaten its life and property. It thus involves a combination of repressive, preventive, judicial and social actions, aimed at ensuring that society can live peacefully and also take responsibility for its own safety.

Constitutionally, Public Safety is a fundamental right, which aims at social maintenance and stability, thus promoting essential rights to man, and is materialized through the public security bodies, with daily work in the defense of order and the safety of people.

Considering that social service workers work to promote practices that respect and protect the rights of individuals, they can help build a more humanized and efficient approach to police operations. Furthermore, support the implementation of practices that promote equality and inclusion within the corporations, to ensure that all police officers, regardless of gender, ethnicity or sexual orientation, are recognized and treated as citizens with rights.

In this sense, Social Service is a profession prepared to understand the daily reality of professional practice, with this, it has technical skills employed in serving the population [7].

According to Iamamoto [9], the social service has theoretical-methodological, ethical- political and technical-operative competence that subsidize his performance in the most diverse spheres from a perspective of expanding and guaranteeing rights, acting in the most diverse expressions of the social issue, being able to act in several areas, as well as in different occupational spaces, whether public or private, or in social policies developed at the municipal, state or federal level, and in various public policies.

Discussing the technical-operative dimension of Social Service involves recognizing its complexity, resulting from the diversity of socio-occupational contexts in which professionals work and the very nature of their actions in different areas of practice. This includes, for example, the proposition and formulation of social policies, the planning, management and articulation of social services and programs, as well as direct service to users in various institutions and social programs [10].

Notwithstanding its competencies, Social Service has a lot to contribute positively to the Public Safety policy, aiming to improve the effectiveness of professional practice, support the community in a comprehensive way, interventions in crisis situations, psychosocial support to police officers and family members, among others that will be discussed in the course of this article.

This study proposes to explore the role of Social Service in the promotion of human rights in interface with the work of police corporations in Espírito Santo, addressing the challenges faced by professionals in this area and the perspectives for the effective integration of human rights principles into police practices. The contribution of Social Service to the transformation of police corporations and the improvement of relations between the police and the community is analyzed, emphasizing the importance of recognizing police officers as rights holders. Therefore, the objective is to show how this role can contribute to the construction of a fairer and more respectful public safety, favoring the whole society.

Thus, this study is a bibliographic review, with research carried out in electronic databases, as well as repositories and documents from the Federal Council of Social Service. The following descriptors were used: "human rights", "social service", "police" and "public safety". For better organization, this work is divided into subtopics. The first highlights the importance of social service professionals in the implementation of

public policies, from a Human Rights perspective, transiting through the contextualization of social service and the Military Police in Espírito Santo. The second addresses the role of social service in corporations, describing how these professionals can work within these institutions, pointing out their responsibilities and objectives. The third topic discusses the challenges faced and possibilities for progress in the performance, and concludes with suggestions of strategies to overcome the identified challenges in order to strengthen the collaboration between social service and the Military Police.

II. The Contribution of Social Service Professionals to the Implementation of Public Policies

Regulated by Law 8662/93, Social Service is a profession that arises from the struggle for rights and is characterized by a collective process of construction and transformation. Committed to the less favored classes, professionals in this area have contributed to the visibility of the emancipatory and evolutionary processes of subjects over the decades. According to Article 4, item V, among the competencies of these professionals is the guidance of individuals and groups from different social segments, helping them to identify and use resources in the care and defense of their rights [11].

According to Araújo [6], the profession, integrated into capitalist society, must be understood from the totality of its relations, which requires that it accompany and adapt to the reforms, adjustments and changes in this context. Therefore, Social Service, since its origin, is immersed in capitalist society and considers all the dimensions and relationships that influence its daily practice, including the conditions that can impact its professional practice.

Known as the Citizen's Constitution, the Federal Constitution of 1988 consolidated social, political and civil rights, as well as fundamental guarantees, with the objective of promoting the well-being of the community. Thus, according to Art. 3, the fundamental objectives of the Federative Republic of Brazil are:

I - To build a free, just and solidary society;

II - To guarantee national development;

III - To eradicate poverty and marginalization and reduce social and regional inequalities;

V - To promote the well-being of all, without prejudice of origin, race, sex, color, age and any other forms of discrimination [1].

In this way, it emphasizes the dignity of the human person and establishes guidelines that are aligned with the principles of the Universal Declaration of Human Rights. The United Nations (UN) has a comprehensive and multifaceted approach to Human Rights, reflected in various documents and bodies dedicated to the promotion and protection of these rights.

The Universal Declaration of Human Rights (UDHR), adopted on December 10, 1948, has been one of the most important UN documents, establishing a common standard for the protection of human rights.

Thus, the UN's vision on Human Rights has been expressed by the aforementioned document, which highlights here, articles 1, 3 and 19, indicating respectively that: "all human beings are born free and equal in dignity and rights"; "every individual has the right to life, liberty and personal security"; "Every individual has the right to freedom of opinion and expression, which implies the right not to be disturbed by his opinions and the right to seek, receive and disseminate, without consideration of borders, information and ideas by any means of expression" [12].

Considering the need to ensure human rights for all citizens, public policies constitute strategies and actions implemented by the government and other institutions with the objective of addressing social, economic and environmental problems, as well as promoting the well-being of society. These policies are essential to shape the development and quality of life of a nation.

1.1 Contextualizing Social Service and the Capixaba Military Police

Social Service in Brazil has consolidated itself as an essential profession in the promotion of social rights, as well as in the development of public policies, fundamentally standing out in social intervention and transformation, from the project of re-Christianization of the Catholic Church and actions of groups, classes and institutions that bet on these transformations.

According to Reisdöfer [14], "the profession of Social Service presents itself as a profession deeply associated with the history of society and, in this way, the profession needs to be modified as the social conjunctures take new directions". Considering that the working conditions came to be through the relationship of subordination and exploitation between the different social classes, social work thus arises with the need for understanding about the social issue generated by capitalist society (Iamamoto; Carvalho, 1986 apud Reisdöfer, [14]. Therefore, the profession is consolidated through a historical process that involved academic training, professional regulation and performance in various social areas.

It can be said that the emergence of Social Service found fertile ground and was deeply aligned, or better, was directly functional to the resizing of the economy and the structures of the State in Espírito Santo. The origin of the profession was not driven only by ideals and abstract visions, but was closely linked to the maturation of capitalist sociability in the state [16].

However, the late and authoritarian development of Espírito Santo shows that the initial expressions of the "social issue" were seen as a problem to be contained from the beginning, through forms of confrontation, as an example of the direction of the national government. In the 1970s and 1980s in Espírito Santo, the expansion and consolidation of Social Service was marked, with the creation of the Regional Council of Social Service (CRESS-ES), which regulates and supervises the performance of professionals in the state, impacted by the growing need for more robust, more structured public policies in a context of increasing industrialization and urbanization of cities.

Social Service was the first form of government assistance in the State of Espírito Santo open to all marginalized populations and appears in this context in which there is a great concern on the part of the State Government to help solve social problems influenced by the consequences of the socioeconomic situation of the State. The Government intended to help the poor but there was an absence of real possibilities to do so. The appearance of Social Service at this stage seems to solve this impasse, receiving for this all the government support. At this historical moment, the appearance of a social service came as a response and a saving- resolution to the social problems arising from the crisis of the moment and the previous ones, the balance of other times. [17].

Given this trajectory in Espírito Santo, Social Service contributes significantly to improving living conditions and promoting social justice in the state. Capixaba Social Service is related to the social and economic processes of reality, in the search to implement and strengthen the social protection network, promote inclusion and defend human rights, facing regional challenges, antagonistic forces and adapting its practices to local needs.

In this context, it is essential to reflect on the collaboration of this professional with the military forces, considering their compatible and coherent approaches of knowledge and intervention, which involve the category and the various bodies responsible for the protection of human rights.

The creation of the Military Police in Espírito Santo is closely linked to the turbulent period that Brazil was going through in the early 19th century. In 1831, Dom Pedro I abdicated the throne in favor of his son, Dom Pedro de Alcântara, who was still very young (5 years old). This event marked the beginning of the Regency Period, a phase marked by intense political and social upheavals. During this period, political instability and constant revolts in the provinces required an effective response to maintain order and security [18].

Thus, the provincial president at the time, Manoel José Pires da Silva Pontes, recognized the need to

strengthen public security in the face of the growing unrest from the revolts. With the aim of restructuring the security forces of the province, he took a significant measure: the creation of the Provincial Police Guard Company [18].

It is noteworthy, therefore, that from the 19th century on, with advancements in society and the growing concern of the provinces to maintain local stability, the Military Police of Espírito Santo (PMES) emerged. This institution was created in response to challenges related to social control, aiming to ensure public order and the safety of the population in the province of Espírito Santo. Considering the local conditions and specificities, the PMES sought to ensure the rights and consolidate the administrative and governmental structure during the Brazilian Empire [19].

Reiner [20] conceptualizes military policing as a mechanism of social control, striving to ensure security in any possibility of threat or disorder, corroborating the central objective of the emergence of police forces for the context. Thus, the history of the Military Police in the state reflects a decisive effort to maintain order in a period of great instability and shows how the needs of public safety shaped the institutions in 19th century Brazil.

In summary, both professions have distinct but complementary histories and roles in meeting the needs of the population and promoting a safer and more just society. It is then emphasized that the collaboration between social service and the police is fundamental for an effective and integrated approach to solving social problems and protecting the rights of citizens, in order to contribute to the well-being and safety of the population. Moreover, within police institutions, the social service can be fundamental in terms of integrating technical and humanistic approaches in the management of situations involving public safety and well-being.

2. The Role of Social Service in Police Corporations

Considering that in the 1990s Social Service went through a process of updating the ethical and political principles, in addition to the technical-operative procedures of the profession [4], these resulted in the regulation of the profession through Law 8.662/93.

In Yamamoto's [9] conception and, still considering Social Service as a profession inserted in the socio-technical division of labor, legitimate and recognized for its practice in the development of collective work (Yamamoto) [15]. Therefore, professional practice is not disconnected from the relationships established in everyday life, given the collective work in various socio-occupational spaces, materializing and objectifying Social Service actions, making it possible to unveil limits and possibilities [21].

In this context, the Social Worker, a qualified professional, through specific training, for the development of a critical view of the social reality of this community, who perceives the subject in its entirety, such skills are called Private Competences established in article 5 of Law 8.662/93 [11] as presented:

- I - to coordinate, elaborate, execute, supervise and evaluate studies, research, plans, programs and projects in the area of Social Service;
- II - to plan, organize and administer programs and projects in the Social Work Unit;
- III - to provide advisory and consulting services to direct and indirect public administration agencies, private companies and other entities, on matters of Social Service;
- IV - to carry out technical inspections, expert opinions, expert reports, information and opinions on matters of Social Service;
- V - to assume, in the teaching of Social Service both at the undergraduate and postgraduate levels, disciplines and functions that require specific knowledge acquired in a regular training course;
- VI - to train, evaluate and directly supervise Social Service interns;
- VII - to direct and coordinate Teaching Units and Social Service Courses, undergraduate and postgraduate;
- VIII - to direct and coordinate associations, centers, study centers and research in Social Service;

IX - to prepare exams, preside over and compose examining boards and selection committees for Social Workers, or where knowledge inherent to Social Service is assessed;
X - to coordinate seminars, meetings, congresses and similar events on Social Service matters;
XI - to oversee professional practice through the Federal and Regional Councils; XII - to direct technical Social Service services in public or private entities; XIII - to hold positions and functions of financial management direction and supervision in representative bodies and entities of the professional category. In addition to the Private Competences of the profession, Social Service consists of ethical- political (power), theoretical-methodological (knowledge) and technical-operative (action) dimensions, which interact as mediations of professional practice in different socio-occupational spaces[9].

Given the above, these instruments and dimensions make up a set of techniques that guide professional practice, aiming to avoid the daily practice of the professional, without there being an intentionality, thus, this conception of instrumentality, originates from multiple historical-social determinations. According to Trindade [23], in Social Service, it is possible to identify various conceptions of the profession, with different understandings about the professional object, its objectives, especially its technical-operative instruments.

Given the relevance of Social Service inserted in the Public Safety policy, where the manifestations of the expressions of the social issue are materialized and these inherent problems in daily life demand the realization and guarantees of rights, which are directly related to Human Rights. Therefore, historically Human Rights have come with the purpose of defending the human person, protecting rights, and establishing relationships between these and the social world, relationships that are advocated in the Federal Constitution. Among the Human Rights we can mention the guarantee of public safety, showing that social rights are fundamental, especially when we consider the rates of violence and crime [24].

Therefore, Article 144 of the 1988 Federal Constitution, Public Safety, is the duty of the State, the right and responsibility of all, and is still exercised for the preservation of public order and the safety of people and property, the State assumes the role of guarantor of the rights of individuals.

Social Service aims to contribute with knowledge, which is materialized in practices based on the Code of Ethics of Social Workers, having as ethical principles:

Uncompromising defense of human rights and refusal of arbitrariness and authoritarianism;

- Expansion and consolidation of citizenship, considered a primary task of any society, with a view to guaranteeing the civil, social and political rights of the working classes; [...]
- Positioning in favor of equity and social justice, which ensures universal access to goods and services related to social programs and policies, as well as their democratic management. [...] [4].

Social Service, Public Safety and Human Rights are deeply connected in the defense of citizenship, in the preservation of life and in the guarantee of rights, promoting an essential humanization for life.

The social service has historically been one of the professional agents who implement social policies, especially public policies. Or, in Neto's terms, a terminal executor of social policies, who acts in direct relation with the user population. But today, the market itself demands, in addition to work in the sphere of execution, the formulation of public policies and the management of social policies.[25].

Based on this framework, it is understood that the Social Service fulfills a decisive conduct within the police corporations, with several possibilities of professional intervention, increasingly comprehensive in different contexts and social organizations in promoting the well-being of police officers and the community. Such as:

2.1 Social Support

In current days, the discussion about the importance of consolidating paradigms for the Public Safety Policy

in Brazil has been growing. In the plural, multifaceted debate, it is highlighted to understand the relevance in ensuring that Public Safety and its guiding principles are aligned with the principles of the Democratic State of Law, considering working conditions, health, in addition to the risk factors that permeate the profession.

From the perspective of guaranteeing rights, the social service is essential in confronting rights violations, especially those inserted in the public safety service institutions. This professional is responsible for guiding about the rights that are guaranteed by law, in addition to providing information and carrying out specific activities.

Based on the statements described above and according to Rabelo et al. [26], we observe that social support is a valuable and fundamental resource for coping with stressful and sometimes traumatic situations in the work of public safety professionals.

A support network, a robust support composed of qualified professionals, friends, family and trusted people, impacts the mental health of individuals. Highlighted by Chaves et al. [8], social support provides a sense of belonging, offers emotional and practical resources, and promotes the perception that one is supported in times of difficulty.

The National Policy on Public Safety and Social Defense (Brazil, 2020) affirms the importance of social support for the well-being and mental health of public safety professionals. Campos et al. [29] shows that social support has a positive impact on the mental health of public safety professionals. Likewise, Gonçalves et al. [27] points out that providing spaces for interaction, sharing experiences and emotional support is essential to promote solidarity and cohesion among professionals, strengthening their mental health and their overall well-being.

It is therefore concluded that the promotion of social support, with a robust, solid support network, can significantly reduce stress levels, thus promoting a better quality of life for police officers, as well as coping with the challenges posed in the daily professional life. According to Rabelo et al. [26], social support is a valuable resource for the healthy coping with stressful and traumatic demands in the work of public safety professionals.

In this way, this professional develops his practice based on the search for the promotion of the human rights of the individuals served and the expansion and consolidation of citizenship and democracy, however, this category is not yet present in all public or private institutions that provide services to the population.

Based on this premise, institutions need the presence of qualified professionals, theoretically-methodologically and ethically-politically, to respond to the various demands posed regarding the violation of social and human rights.

In Espírito Santo, some institutions have at least one Social Service professional, such as the PCES, which has had Social Workers in its staff since 1993, as well as the PMES and CBMES where military personnel with Social Service training work in the Divisions of Social Promotion. It is worth mentioning that both the PMES and the CBMES do not have effective Social Service professionals on their staff.

2.2 Socioassistential Service

The expression used in the typification [28] represents a space for qualified listening, which proposes to understand the reality experienced by the subject/family, through the demands placed, whether in the personal, collective, and/or social field, aiming to understand the meaning of the human condition of the historical subject.

For Iamamoto [22], the Social Worker's performance must be attentive to the subjects with whom he works, with their way and living conditions, their culture, the living conditions of the social individuals. And, it

should:

appropriate the macroscopic social processes that generate and recreate them and, at the same time, how they are experienced and lived by the subjects involved in it. There are sources there for the formulation of action proposals, programmatic work, feeding a professional and inventive practice.

The socioassistential service performed by Social Service includes the social issue and its expressions in daily life as a constituent of the work object, as an element of the relationships between the professional, the institution, the individual and the experienced reality, it is what brings the social service closer to the individual in the construction and strengthening of bonds, establishing trust and providing intentional and rational actions in the face of the lived singularity.

Given this, the socioassistential service analyzes and intervenes in the social reality posed by the individual, aiming to define social intervention strategies, according to the need of this subject, within the scope of the social issue and its expressions, prioritizing social, cultural, political and economic aspects that cross society.

2.3 Home Visit

The home visit refers to ethics, respect and intentionality, it is a strategy of technical observation, objective, private, attentive and agile, an instrument capable of materializing the social reality, social and community relations, seeks to understand, record and analyze the family's daily life, and the social conditions posed in the family structure, considering its dynamics, weaknesses/vulnerabilities, potentials, as well as the strengthening of bonds.

Therefore, the home visit should not have a police-like or supervisory nature, being indispensable in the guarantee of rights, it provides a more efficient data and information collection, being guided by the ethical-political project of the profession, in addition, it is necessary to have an intentionality, added to the qualified listening and observation, the ethical view on which Social Service professionals focus on studying and intervening.

It is a technical-operative instrument that Amaro [30] points out as "a professional, investigative or care practice, carried out by one or more professionals, with the individual in their own social or family environment." The home visit acts as an important instrument in apprehending the reality of the subjects, it has significant relevance in the scope of the Social Worker's performance and in the life of the users, it is guided by the ethical-political principles of the profession in the interviews, in the socioeconomic studies and in the other instruments used by the professional.

According to Perin [31] "Social reality, in turn, is translated from complex movements, which are not always possible to be identified, immediately, because for this, it is necessary that we can reach as close as possible to the objective life of the subject".

Therefore, when carrying out the interventions, the social service directly in the apprehension of the reality being observed. Sousa [24] highlights the social relationship established from the interaction with "other human being(s)": It is not a cold observation, or as some want, "neutral", in which the professional thinks he is in a position of non- involvement with the situation. Therefore, it is a participant observation - the professional, in addition to observing, interacts with the other, and actively participates in the observation process. [24].

With an informal character, the home visit provides the subject with total freedom to expose their issues and ask questions, and the social service can intervene effectively and assertively in the context posed, pointing out paths that the subject can follow to access rights and achieve goals that were previously unattainable.

2.4 Conflict Mediation

It is a responsible and relevant work, impartial and qualified, understanding the human being, endowed with

already established ethical feelings and values, it is intended to be a careful work in the resolution of conflicts so that they can overcome the conflicting and adverse situations, reviewing behaviors, and actions in the context of relationships, with peaceful discussions, contributing to the construction of a mutually satisfactory solution, in the search for a respectful, conscious dialogue and the exercise of NVC - Non-Violent Communication. Thus, promoting a more harmonious living environment. It is affirmed that:

It is a method of conflict resolution in which an independent and impartial third party coordinates joint or separate meetings with the parties involved in the conflict. And one of its objectives is to stimulate cooperative dialogue between them so that they can reach a solution to the disputes they are involved in [32].

2.5 Well-Being Program Development

Given the disparities that cross everyday life, whether economic, social, relational, among others, in order to contribute significantly and meet the needs of the individual, both the public power and private institutions have used tools and/or instruments aiming at better conditions and proposing alternatives that change people's reality. Thus, the desire to change the reality posed has been presented in the elaboration and execution of projects as follows: Stephanou[33] points out:

Social projects are born from the desire to change a reality. Projects are bridges between desire and reality. They are structured and intentional actions of a group or social organization, which start from reflection and diagnosis on a given problem and seek to contribute, to some extent, to "another possible world"[33].

The social service must be:

[...] a cultured and attentive professional to the possibilities unveiled by the contemporary world, capable of formulating, evaluating and recreating proposals at the level of social policies and the organization of civil society forces. An informed, critical and proactive professional, who bets on the protagonism of social subjects. But also a professional versed in the technical-operative instruments, capable of carrying out professional actions, at the levels of advisory, planning, negotiation, research and direct action, which encourage the participation of users in the formulation, management and evaluation of quality social programs and services[24]

Engaged in the Ethical Political Project, the social service, uses theoretical- methodological knowledge, to deal with the complexity of the phenomena that appear in society, being essential the development of actions and understanding of relationships, facts and situations, demonstrating knowledge, positioning and operability, intervening in the reality posed.

In summary, to instrumentalize oneself to understand this dynamics of social reality, to plan to develop more conscious and assertive actions, referencing the "knowing to intervene", an active professional in the mobilization of possibility, in order to guarantee the rights already established for the subjects. It is to have a humanized view, easily perceiving the life context of the subject inserted in society, the social worker with these characteristics becomes capable of intervening through plans, programs and projects, obtaining in this articulation effectiveness, efficiency and effectiveness. Because in addition to being a mobilizing professional who opens alternatives for subjects in order to guarantee and enforce the rights that are already legally constituted.

It is considered, therefore, that one of the greatest challenges of these professionals is to decipher reality and build proposals that aim to guarantee rights, based on the demands of everyday life, it is to be a professional who represents a collective gain and not just an executor[34].

2.6 Monitoring, Education and Training

For Silva and Silva [13], in the early 20th century, Social Service emerged as a regulated profession, acting in the context of confronting social issues and their expressions, given the expansion of the State's role in this confrontation, demonstrating the connection between Social Service and public policy in Brazil. Intervening in social reality, the Social Service professional assumes specific competencies and attributions.

According to the Profession Regulation Law [11], it is competent to: elaborate, implement, execute and evaluate social policies; to elaborate, coordinate, execute and evaluate plans, programs and projects that are within the scope of Social Work; to refer measures and provide social guidance to individuals, groups and the population; to guide individuals and groups from different social segments in the sense of identifying resources and making use of them in the care and defense of their rights; to plan, organize and administer benefits and Social Services; to plan, execute and evaluate research that can contribute to the analysis of social reality and to subsidize professional actions; to provide advisory and support to social movements on matters related to social policies, in the exercise and defense of the civil, political and social rights of the community; to carry out socio-economic studies with users for the purpose of social benefits and services; among other interventions.

Also based on the Code of Professional Ethics in 1993, the Social Service professional is qualified for technical assistance, analyzing the social reality of the users in which they are inserted and intervening in them, always prioritizing the guarantee and promotion of social rights.

III. Challenges Faced and Future Perspectives

In military corporations, Social Service faces several challenges, among which I highlight the lack of trust that military personnel have in social work, as they believe that the social worker's performance interferes with the hierarchical and disciplinary aspects of the members of the corporations, who have often already internalized stigmas and prejudices related to Social Service.

Rooted in public safety, there is an institutional culture that often prioritizes discipline and hierarchy in its work exercises to the detriment of human rights, making integration with Social Service complex.

Nevertheless, the lack of decent working conditions for the social worker, such as adequate infrastructure, financial, human resources, and instruments that can ensure the implementation of more effective programs and projects are factors that impact, and can hinder their service capacity in the exercise of Social Service professionals. I also highlight access to essential information.

The understanding, validation and interdisciplinary integration is another challenge considering the different areas of approaches and knowledge, as the objectives and perspectives are different, they perceive the subject, its complexities and integrality, with the relevance of emotional and psychological support related to issues of mental health, stress, traumas, especially after missions of great repercussion.

We also understand as challenging the inclusion of Social Service in specific training and capacitation with themes that cross the security forces, as they impact the effectiveness of the performance of social workers, from the perspective of promoting and guaranteeing rights.

Social Service understands a profession that easily adapts to changes, whether in public policies or in the demands that cross everyday life, which marks the emergence of a flexible, innovative, creative, and proactive professional practice in solving social issues and their expressions, in dealing with emerging social crises, requiring this professional specific skills and interventions that best adapt to meet the needs of corporations and their participants.

Another point perceived are the social stigmas, some communities have negative perceptions regarding public safety, which can to some extent compromise the effectiveness of the community work and social work developed by Social Service, hindering the construction and strengthening of bonds with the population and partnership in the territory.

The challenges, if not overcome, end up hindering the continuity of policies that culminate in social security, and thus affect the implementation of actions and projects aimed at protecting human rights. The

discontinuity of public policies on public safety can affect the implementation of actions and projects that aim at the protection of human rights.

Thinking about perspectives, according to Rezende, (2006), Social Service by its practical- interventive nature directly affects the issues of population access to social goods and services in institutions, establishing the link between the institution and the users of its services.

In the words of Sousa, [24]:

The professional must know, appropriate, and, above all, create a set of technical skills that allow him to develop professional actions with the user population and the contracting institutions (State, companies, non-governmental organizations, foundations, autarchies, etc.), thus ensuring a qualified insertion in the labor market, responding to the demands placed both by employers and by the objectives established by the professionals and the dynamics of social reality.

That said, the materialization of interventions of a technical-operative nature is consolidated through instruments such as observation, interview, home visits, group work, community mobilization and articulation, documentary records, experiences. As well as meeting minutes, record books, field diaries, social study, social opinion, social expertise, social report [7], [8].

Thus, based on a set of instruments and techniques, social service professionals extract immediate theoretical-practical intervention indications, action methodologies, built from a professional culture.

In this perspective, Social Service has a lot to contribute to the Public Safety Policy, as well as collaborate in confronting the social issue, mediate social relations, elaborate, execute and evaluate public policies, in addition to advising social and popular movements.

Just as Social Service, public safety aims to guarantee and protect rights, ensuring the full exercise of citizenship.

The interdisciplinary perspective, the view of other social actors such as Social Workers, Psychologists, Lawyers, Military Police, and many others can promote more effective interventions, considering the integrality of the subject, and its subjectivity, promoting a focus on human rights.

Investment in training and qualification in human rights for public safety servers and social workers is the possibility of fostering a culture of respect, protection of the rights of the entire population, from the perspective of structural changes and reflections on the theme.

A powerful instrument are community actions, where public safety forces and social workers have the possibility to develop/involve projects in/with the community, building and strengthening bonds, establishing mutual trust, promoting citizen security in the collective territory.

IV. CONCLUSION

The quality of a public policy depends on the consistency of each program, each project and each action. And this consistency depends, in turn, on the knowledge of each neighborhood, region of the city, square or street. Overcoming this challenge will only occur through committed and effective actions by the authorities at the three levels of government: federal, state and municipal. It is a complex public safety agenda, which must involve intersectoral and integrated actions that include, in addition to the executives, the Legislature, the Judiciary, the Public Prosecutor's Office, the Public Defender's Office and also the academy, churches, entrepreneurs and all organized civil society, and it is still essential the articulation, the network work with the other public policies, as we perceive the human being in its integrality, the Public Safety Policy would not be sufficient to meet the needs arising from the expressions of the social issue.

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