

Another complicating circumstances surrounding the work of psychologist in SCTAF is the need to use an interpreter, since a large part of the residents speak only their native language. The specific thing is precise preliminary agreement with the translator and his acquaintance with the specifics of the counseling process. Sometimes professional translators are not enough and this requires the use of an unprofessional one – from the group of residents who speak Bulgarian. During the conversation, it is important to monitor non-verbal reactions of the accommodated who show if they are feeling comfortable or not, whether the message has reached them.

The work of psychologist in SCTAF needs to be active, in constant contact with various units and preventive-oriented. It is important to synchronize the team interaction and to maintain a normal atmosphere among residents.

The largest number of employees in SCTAF with who the psychologist interacts are policemen from „Security units”. Psychologists contribute to the improvement of specific interactions in complex work environment, facilitating the development of visual and auditory orientation. Support shall take the form of individual and family counseling for people in the center.

The role of the psychologist has proved to be essential for crisis management among residents in the center, for overcoming the stress among staff, but there is no effective program to exchange good practices with other professionals working in the field. We need to build a network for cooperation with government institutions and NGOs in order to implement more adequate approaches to specific work with third countries.

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