

摘 要

這份文本的出發，是由一個專業助人者與受虐兒童工作的經驗中開展而來，透過諮商再到諮商關係的結束，並且隨著專業助人者進入當事人的生活場域，從專業關係位移到朋友的關係，使得專業助人者驚見諮商室中進行的諮商故事，僅是當事人生活的一角，進而透過實際的協助安置與行動中反映的探究，專業助人者才深刻的發現，這段助人歷程對專業助人者「生命價值觀」、「專業助人工作」的衝擊。另外，則是在實際協助當事人安置的行動中，看見台灣兒少保護工作實際運作上的問題，並針對此部分進行探討。

本研究主要採以行動探究為主要研究方法，並透過行動實踐來回的反映與回觀專業助人者在研究過程中所經驗與學習的，將學習放入往後的生活與專業助人場域，進而激盪與統整出專業助人者的新樣貌。且對專業助人者過往訓練中的缺乏提出建議，包括：在理解中加入對多元文化的學習、訓練中應建構系統對話與合作分工的機制，以其提升專業助人者的服務品質。此外，在兒少保護工作的安置議題上，建議提供更完善的安置計畫，或是連結社區資源，成立永久性安置服務等等。

最後將論文書寫的過程與在生活場域、專業助人工作中的新樣貌三者連結，統整出新的自我，且帶著這樣的新自我繼續開展專業助人工作，讓自己能夠更貼近當事人的生命故事，回到他的生活脈絡去傾聽與欣賞。

關鍵字詞：專業助人者 (counselor)、行動探究 (action research)、

兒少保護工作 (child and adolescent protection services)

Abstract

This text started in a counseling work with an abused child. she counseled with the child and after the end of counseling for a long time they became friends. When counselor walked into the child's life, she realized what she had knew about the child's story in counseling was only a part of the child's life. By helping the child settle down and conducting action research about the child's life experiences, the counselor realized this helping process has had huge impact on her value to life and her helping profession.

In addition, by helping her client settle down, the counselor found that there were a lot of problems existing in the Child and Adolescent Protection Services in Taiwan, and she would further discuss this issue in the current study.

This study is a action research. In the real actions and authentic practices, the researcher retrospected and reflected what she had learned and experienced from the research process. She also incorporated what she had learned to her life and helping profession, hoping that a new appearance of her role as a helping profession will finally come out in the future.

In addition, the researcher also pointed out what has lacked in the counselor training programs in Taiwan, including learning multiculturalism in counseling, establishing systematic dialogues, dividing work and collaborating with other professions, and provided suggestions to promote the quality of counseling services provided to clients. As for the Child and Adolescent Protection Services, researcher suggested to devise a more comprehensive placement plan, and to combine community resources to provide permanent settlement services.

At last, researcher incorporated the thesis writing process to her real life and work experiences as a helping profession to form a new self. She will bring this new self to her helping profession, in order to understand her clients' story more accurately, and to listen and appreciate their story in a real life context.

Key words: counselor, action research, child and adolescent protection services