

Table 1) Causes of social workers' occupational injuries in the Foundation of Martyr and the Veterans Affairs

Organizational Factors
1-Referral of unprofessional cases and clients of other departments to social workers
2- Lack of proper attention to the position of the social workers from the point of view of the authorities
3-The shortage of specialist staff in the work unit, the disproportion between the number of employees and the clients and as the result the increase in the pressure from the workload
4-Lack of sufficient authority and limitation of facilities and financial resources to handle customer request
5-Diversity of instructions and continuous submission of new guidelines for work and changes in working procedures and obligation for workers to comply with these directives
6-Employing and referring inefficient staff of other departments in the social working department
7-Announcement of unsupported research policies and programs
8-Undoing some of the demands and needs of the clients (failing to process request and as a result, lack of fulfilment of requests. For example, providing part of the cost of buying or building houses instead of providing houses)
Professional Factors
2-Social and psychological pressures due to the nature of vocational profession
3- Incidence of mental and physical damages to employees due to prevalence of problems, the diversity of clients, and the continuity of being in an area of discomfort
4-Too many meetings with the warriors
5-The quality of social working service and intangible results
6- Prolonging the results of the social working measuring
7- Intermittent traffic between the city and the village, followed by physical problems and persistent fatigue
Factors Related to the Clients
1- Multiplying the problems of patients and causing erosion for the social workers (physical problems, psychological injuries, aggression, social harm, and unemployment)
2- A great expectation of the warriors from the social workers as a point of contact for solving all their problems

Table 2) The relative frequency of suggestions and solutions provided by the social workers in the scientific and specialized, welfare, and legal domains

Provided Proposals and Solutions	Percentage
Scientific and professional domains	
Holding specialized classes for updating employee information	40.0
Creating the conditions for continuing education of the workers	28.6
Membership of the social workers in international and domestic associations to update their knowledge	2.9
Teach managers and staff to understand the status of social working as a profession and academic career	8.6
Permission to recruit specialist staff	4.3
Special honor from the position of the worker in the foundation	4.3
Perform research on the rooting of occupational injuries in the foundation for all occupations	4.3
Use of male and female specialist worker in the management of the foundation	4.3
Establishing appropriate facilities to improve the position of social workers	2.9
Welfare	
The obligatory requirement for the employers to use compulsory leave and recreation	39.5
Allocating appropriate overtime payment and encouragement	21.1
The creation of sport facilities and the forced use of it during office hours	11.8
Improving physical space and providing the necessary facilities for the task	11.8
Compulsory psychological and physical examination of employees	7.9
Planning and creating new policies to prevent burnout every year	3.9
Allocation of entertainment expenses for social workers and their family	3.9
Legal	
Considering the severity of occupation and pre-term employment	34.9
Execution of telework in the form of day work or reduction of work hours for sensitive occupations	20.6
Moving jobs and position of the social workers after a certain amount of time	19.0
Correction of the processes for clarifying activities and not referring non-specialized work to the social workers	15.9
Attempting to perform the specialized tasks in each department of the foundation in a good manner	4.8
Providing job descriptions to social workers	4.8