



Faculty of Social Work

Introduction to Social Work



By

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Introduction:

This course introduces students to social work practice through an exploration of the history, philosophical foundation, and theoretical perspectives of the profession of social work. This includes a review of the relevant codes of ethics and practice standards that guide practitioners and an overview of the roles in which social workers become involved. This course also examines the social structures influencing people's lives and how various sources and forms of oppression and marginalization impact the lives of people in society.

Chapter 1
The Social Work Students

By
Dr. Hazem Matter

Chapter 1

The Social Work Students

The objectives of the chapter:

This chapter tries to clarify the social work Students, includes:

- 1-** Students identify as a professional social worker and conduct oneself accordingly.
- 2-** Students apply social work ethical principles to guide professional practice.
- 3-** Students apply critical thinking to inform and communicate professional judgments.
- 4-** Students engage diversity and difference in practice.
- 5-** Students advance human rights and social and economic justice.
- 6-** Students engage in research-informed practice and practice- informed research.
- 7-** Students apply knowledge of human behavior and the social environment.
- 8-** Students engage in policy practice to advance social and economic well-being and to deliver effective social work services.
- 9-** Students respond to contexts that shape practice.
- 10-** Students engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities.

The Social Work Students:

On the following pages you will find listed many common practice tasks which are reflective of the core competencies but are presented as the kinds of things interns can do in most placements. Clearly, not all tasks fit all placements and vice-versa. This is understandable, as social work is extremely diverse. The nuances and richness of the profession can't be captured in any one single format.

- 1- Students identify as a professional social worker and conduct oneself accordingly:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Utilize effective supervision to improve professional and personal growth.
2. Work satisfactorily within the structure of the agency.
3. Exhibit professional social work practice habits.
4. Seek necessary organizational change within the agency.

Examples of student tasks/activities: Student will read the organizational chart, read the personnel manual and agency budget- Student will describe the agency structure, policies, services and budget to the field instructor.

- 2- Students apply social work ethical principles to guide professional practice:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Shows knowledge of social work principles, values, and ethics to guide behavior
2. Demonstrates the effective use and integration of social work values and ethics to guide behavior

3. Understands how personal principles, values, and ethics influence policy
4. Analyze one's own practice in relation to social work standards

Examples of student tasks/activities: Read and review agency Code of Ethics and compare with NASW Code of Ethics. Discuss this in supervision.

- 3- Students apply critical thinking to inform and communicate professional judgments:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Demonstrate an understanding of planned change process
2. Apply critical thinking skills within the context of practice
3. Apply planned change process skills within the context of practice
4. Capable of developing strategies for assessing personal and professional growth

Examples of student tasks/activities: Complete all required professional writing accurately and present agency documentation in a timely manner and discuss with field instructor.

- 4- Students engage diversity and difference in practice:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Demonstrate knowledge and respect of differences in relation to age, class, color, disability, ethnicity, family structure, gender, marital status, national

origin, race, religion, sex, and sexual orientation in social work generalist practice

2. Accept human difference in social work generalist practice
3. Practice without discrimination in relation to diversity in social work generalist practice
4. Develop a positive worker/client relationship with diverse populations.

Examples of student tasks/activities: Research and read relevant articles pertaining to diverse populations and to enhance cultural sensitivity and discuss with field instructor.

5- Students advance human rights and social and economic justice:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Demonstrate understanding of significant social issues
2. Understand the structural factors that create adversity for specific groups in society
3. Advocate for the needs concerns of diverse populations
4. Advocate on behalf of clients who have been oppressed and discriminated against

Examples of student tasks/activities: Articulate to field instructor the ways in which your agency and practice advocate for human rights and social and economic justice.

6- Students engage in research-informed practice and practice-informed research:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Develop research for evaluating social work generalist practice

2. Critically analyze empirically based research findings and apply them to generalist social work practice
3. Utilize program evaluation techniques to assess program effectiveness

Examples of student tasks/activities: Read relevant literature and allow it to inform practice and decision making.

7- Students apply knowledge of human behavior and the social environment:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Understand social work theories and their application to professional social work practice (Bio-Pscho-Social, Cultural and Spiritual development)
2. Critique and apply social work theory to guide the process of assessment, intervention, and evaluation.

Examples of student tasks/activities: Utilize an ecomap and/or genogram in assessing level and quality of social systems in a client context. Share this with field instructor and if appropriate with client.

8- Students engage in policy practice to advance social and economic well-being and to deliver effective social work services:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Recognize the impact of social policy on agencies, workers and populations at risk
2. Understand the ways policy impacts social work generalist practice
3. Develop and implement effective advocacy strategies and tactics in social work generalist practice

Examples of student tasks/activities: Attend staff and board meetings and/or relevant community meetings where policies are being discussed.

9- Students respond to contexts that shape practice:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Demonstrate understanding of how context (environmental, political, technological, etc.) continuously evolves and influences practice.
2. Understand how practice can change based on societal trends to provide relevant & quality services

Examples of student tasks/activities: Review, evaluate, and appraise current agency services, as well as needs and trends in the communities in which services are being provided.

10- Students engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities:

In the space below, discuss what activities will be used to demonstrate, monitor & evaluate the following:

1. Show foundation knowledge of social work practice with individuals
2. Exhibit practice skills enabling student to enhance her/his well-being from a strengths based perspective
3. Apply entry level social work practice with an ecological systems perspective
4. Understand the socialization process as it is reflected in the dynamics of individual and group behavior

Examples of student tasks/activities: Assist, conduct and debrief client interviews using agency formats; compare to classroom tools.

Exercises

- 1- Clarify Students apply social work ethical principles to guide professional practice?
- 2- Complete?
 - Students engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities:
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.....
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 - Students apply knowledge of human behavior and the social environment:
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 - Students engage diversity and difference in practice:
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.....
 - Students engage in research-informed practice and practice-informed research:
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 - Students advance human rights and social and economic justice:
.....,.....,.....
.....,.....
.....,.....
 - Students apply social work ethical principles to guide professional practice:
.....,.....
.....,.....
.....,.....

3- Translate?

- Translate the following words into Arabic:

English:	Arabic:
needs	
ethical	
generalist	
development	
principles	
perspective	
Demonstrate	
gender	
theories	
practice	
activities	
professional	
difference	
policies	
provide	
rights	
field	
environment	
improve	
assessing	
satisfactorily	
thinking	
agency	
personal	
Understand	
effective	
Cultural	
change	
social justice	
strategies	
society	
techniques	

- Translate the following words into English:

English:	Arabic:
	عدالة
	سلوك
	مهارات
	حقوق
	مبادئ
	ميثاق
	بحث
	معارف
	فهم
	عمليل
	كرامة
	حرية
	انشطة
	عملية
	حياة
	قادر
	اقتصاد
	مؤسسة
	تقدير
	مجالات
	اختلافات
	مجتمع
	سياسة
	موارد
	تخطيط
	سياسة اجتماعية
	جودة
	مهني
	اشراف
	الخدمة الاجتماعية
	عملية
	قيم
	اتجاهات

4- Put (√) or (×) only?

N.	The Questions	√	×
		A	E
1	Understand the socialization process as it is reflected in the dynamics of individual and group behavior.	A	
2	Don't Work satisfactorily within the structure of the agency.		E
3	Don't Apply critical thinking skills within the context of practice.		E
4	Demonstrate an no understanding of planned change process.		E
5	Develop research for evaluating social work generalist practice.	A	
6	Shows knowledge of social work principles, values, and ethics to guide behavior.	A	

5- Choose

N.	The Questions	A	B	C
1	agency	مؤسسة	مكان	مجال
2	activities	مهارة	انشطة	دور
3	strategies	استراتيجيات	خطة	تكنيكات
4	Cultural	خصائص	صفات	ثقافة
5	نظريات	theories	process	ethics
6	معرفة	principles	knowledge	Concepts
7	تنشئة	dynamics	professional	socialization
8	النوع	evaluation	gender	individual

Chapter 2

The basics of social Work

By

Dr. Hazem Matter

Chapter 2

The basics of social Work

The objectives of the chapter:

This chapter tries to clarify the basics of social work, includes:

- 1- Definition of social work.
- 2- Basics methods in social work.
- 3- Basics modern trends in social work.
- 4- Basics Characteristics of Social Work.
- 5- Basics Objectives of Social Work.
- 6- Basics Knowledge.
- 7- Basics Skills.
- 8- Basics Values.

Definition of social work:

The social work profession Promotes social change, problem solving in human relations and the empowerment and liberation of people to influence well-being. Utilizing theories of human behavior and social systems, social work intervenes at the points where people interact with their environments. Principles of human rights and social justice are fundamental to social work.

Basic methods in social work:

There are three basic methods in social work:

1. case work.
2. group work.
- 3- community organization.

Other methods:

- 1- Social Planning.
2. social administration.
3. social research.

Modern trends in social work:

1. Generalist practice in social work.
2. Quality of social work education and practice.
3. International social work.
4. Feminist social work.

Characteristics of Social Work:

- 1) Social Work is a commitment of social betterment.
- 2) A goal of enhance social function.
- 3) An action orientation.
- 4) An application to human diversity.
- 5) A versatile practice perspective.

Aims & Objectives of Social Work:

- 1) To promote effective & human service system.
- 2) To enhance problem solving, coping & development capacities.
- 3) To link people with resources, services & opportunities.
- 4) To develop & improve social policy.
- 5) Caring, curing & changing the society.

Three rings of Social Work:

There are three main concept of social work which is must for practice knowledge, values & skills. It is called “Three Rings of Social Work”.

Knowledge:

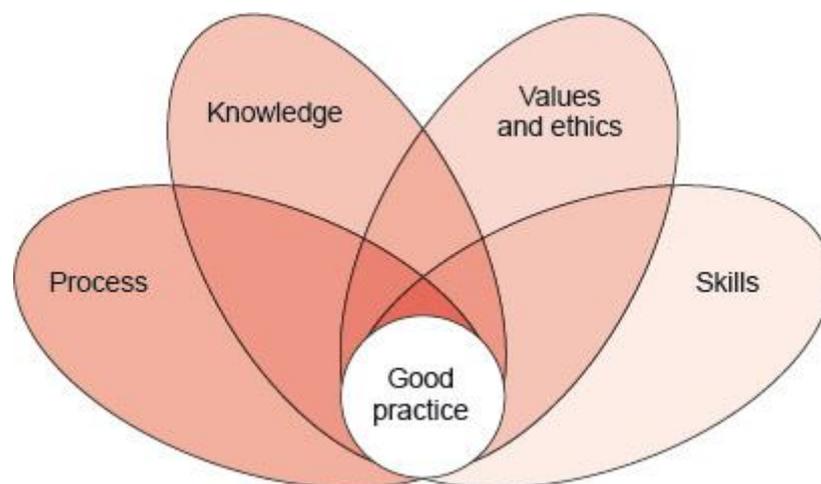
- 1- General social work knowledge.
- 2- Knowledge about specific practice setting.
- 3- Knowledge about specific practice agency.
- 4- Knowledge about specific client.
- 5- Knowledge about specific contact.

Skills:

- 1- Basic helping skills.
- 2- Engagement skills.
- 3- Observation skills.
- 4- Communication skills.
- 5- Empathy skills.

Values:

- 1- Recognition of the worth & dignity of individual.
- 2- Self determination.
- 3- Equal opportunity for all.
- 4- Social responsibility.
- 5- Total outlook of life.
- 6- Individual freedom.
- 7- Mutual tolerance & respect.
- 8- Democratic right.
- 9- Self reliance.
- 10- Mutual help.
- 11- Dignity of client.
- 12- Utilization of resources.



Exercises

1- Clarify Definition of social work?

2- Complete?

- The social work profession Promotes social change.....

.....Utilizing theories of human behavior and social systems.

- There are three basic methods in social work:
.....,.....,.....

- Modern trends in social work:
.....,.....,.....

- There are three Other methods in social work:
.....,.....,.....

- Objectives of Social Work:
.....,.....,.....

- Characteristics of Social Work:
.....,.....,.....

- Good practice:
.....,.....,.....

.....,.....,.....

.....,.....,.....

3- Translate?

- Translate the following words into Arabic:

English:	Arabic:
social work	
Good practice	
methods	
trends	
Characteristics	
Values	
Objectives	
basic	
theories	
Modern	
profession	
systems	
social change	
Individual	
problem solving	
rights	
fundamental	
behavior	
empowerment	
Principles	
intervenes	
people	
case work	
liberation	
administration	
group work	
environments	
community organization	
social justice	
human relations	
research	
Social Planning	

- Translate the following words into English:

English:	Arabic:
	ممارسة
	اخصائي اجتماعي
	مهارات
	حقوق
	مبادئ
	طرق
	بحث
	معارف
	نسق
	عمليل
	كرامة
	حرية
	الفردية
	عملية
	حياة
	مسؤولية
	حق تقرير المصير
	مؤسسة
	اهداف
	تعزيز
	حلول
	مجتمع
	سياسة
	موارد
	ممارسة عامة
	سياسة اجتماعية
	جودة
	الخدمة الاجتماعية النسائية
	اتجاهات حديثة
	الخدمة الاجتماعية
	الخدمة الاجتماعية الدولية
	طرق اساسية
	طريقة خدمة الفرد

4- Put (√) or (×) only?

N.	The Questions	√	×
		A	E
1	social research There are basic method in social work.		E
2	human rights and social justice are Skills in social work.		E
3	Modern trend in social work the Social Planning.		E
4	The social worker profession Promotes social change.		E
5	social work intervenes at the points where people interact with their environments.	A	
6	There are three basic methods in social work.	A	

5- Choose

N.	The Questions	A	B	C
1	systems	انساق	نظام	انظمة
2	social change	التغيير الاجتماعي	التغيير	التغيير الاجتماعي
3	Individual	الفردية	افراد	الناس
4	problem solving	حل المشكلة	مشكلات	مشكلة
5	rights	حقوق	حق	واجبات
6	Basic method in social work	social administration	Social Planning	group work
7	International social work	method	Modern trend	Values
8	The social work profession Promotes	Modern trend	problem	social change

Chapter 3
Abilities of Social Worker and ethical

By
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Chapter 3

Abilities of Social Worker and ethical

The objectives of the chapter:

This chapter tries to clarify the social work ethical and principles, includes:

- 1- Concepts.
- 2- Abilities of social workers.
- 3- Source documents in social work.
- 4- General principles of ethical conduct of social work professionals.
- 5- The ethical conduct of social work professionals in customer service.
- 6- The ethical conduct of social work professionals towards their colleagues and partners.
- 7- The ethical conduct of social work professionals in respect of their profession.
- 8- Principles.
- 9- Profession and personality.
- 10- The client.
- 11- Colleagues and the workplace.
- 12- Society.

Concepts

Social work	professional activities to enforce the principles of social justice, to improve quality of life, to develop social capital, and to prevent, alleviate or remove difficulties in surviving. Social work is by its nature preventive, alleviating, rehabilitative, guiding, caring or developing.
Social work professional	– any person who works in the social welfare system, including personal care workers, social workers, managers of social welfare institutions, the Minister of Social Affairs, voluntary workers and other people.
Client	an individual, a household, a group or a community who requires help in order to cope autonomously.
Institution	a social welfare unit which plans, manages, provides, coordinates or supervises social services.

Abilities of social workers:

- 1- The ability to improve services of the agency.
- 2- The ability to deal with conflict situations.
- 3- The ability to work under pressures.
- 4- The ability to evaluate the social performance.
- 5- The ability to develop the innovative capabilities.
- 6- The ability to assess feelings of clients.
- 7- The ability to educate others.
- 8- The ability to assess the situations.
- 9- The ability to self control.

Source documents in social work

International declarations and conventions of human rights form the ethical basis which is accepted worldwide:

- The Universal Declaration of Human Rights
- The Convention on the Rights of the Child
- The European Social Charter, revised and amended

The following source documents regulate social work in Estonia:

- The Constitution
- The Social Welfare Act
- The Child Protection Act
- The Family Law Act
- The Professions Act

General principles of ethical conduct of social work professionals

1. Social work professionals serve the interests of society, justify their clients' trust, and enhance and maintain the reputation of their profession.
2. Social work professionals support the intrinsic values of individuals, and their right to welfare and dignity.
3. Social work professionals pursue and promote the principles of social justice in relationships with society as well as with other people whom they work alongside or for.
4. Social work professionals acknowledge and respect the ethnic and cultural diversity of their service area, and take into consideration personal, family, group and community differences.

The ethical conduct of social work professionals in customer service

1. The conduct of social work professionals is based on a humane approach to people.
2. The tools of social work professionals are their knowledge, skills, experience and professional ethics.
3. Social work professionals know the limits of their competence when working with clients, i.e. they do not make promises they cannot keep.
4. If there is an insoluble conflict of values and/or roles, social work professionals refer their clients to such other equal colleagues as will accept the reference, and they notify their employers of having done so.

The ethical conduct of social work professionals towards their colleagues and partners

1. Social work professionals respect the opinions of their colleagues and partners, and praise or criticise in a responsible manner through the relevant channels.

2. Social work professionals impart and share experience, knowledge and information to their colleagues and partners.
3. Social work professionals protect their colleagues and partners against unfair treatment or criticism.
4. Social work professionals take a case over from a colleague who has encountered a conflict of roles.

The ethical conduct of social work professionals in respect of their profession

1. Social work professionals respect and protect the profession of social work, value their job and defend it against unjustified criticisms.
2. Social work professionals follow and promote the ethical standards of their profession, take part in debates on ethical issues, and take responsibility for the personal ethical decisions and choices made in their work.
3. Social work professionals develop their professional skills, and are open to innovative approaches to and methods of social work which are based on the research and analysis of practical casework.
4. Social work professionals maintain and develop the knowledge and skills required in social work and thus safeguard their competence, professional development and performance.

Principles

Responsibility for relieving and preventing hardship and for promoting wellbeing is not always fully discharged by direct service to individuals, families and groups. Social workers have a duty to:

- a. Bring to the attention of those in power and the general public, and where appropriate challenge ways in which the policies or activities of government, organisations or society create or contribute to structural disadvantage, hardship and suffering, or militate against their relief;
- b. Use professional knowledge and experience to contribute to the development of social policy;
- c. Seek to change social structures which perpetuate inequalities and injustices, and whenever possible work to eliminate all violations of human rights;

- d. Uphold not only civil and political but also economic, social and cultural rights;

Social workers have a duty to:

- a. Account for the ethics of their practice in accordance with their national and international codes of ethics;
- b. Place service to humanity in their work before personal aims, views and advantage, fulfilling their duty of care and observing principles of natural fairness;
- c. Seek to ensure that services are offered and delivered in a culturally appropriate manner;
- d. Seek to ensure that service users are involved in practice and policy development and in the evaluation of services;

Social workers have a duty:

- a. To place service users' needs and interests before their own beliefs, aims, views and advantage, and not to use professional relationships to gain personal, material or financial advantage;
- b. To be honest and accurate about their qualifications, competence, experience, achievements and affiliations;
- c. To be clear when making public statements whether they are speaking as private individuals or as representatives of the social work profession or of an organisation or group;
- d. To avoid any behaviour which may violate professional boundaries, result in unintentional harm or damage the professional relationship;

Social workers have a duty to:

- a. Identify, develop, use and disseminate knowledge, theory and skill for social work practice;
- b. Maintain and expand their competence in order to provide quality service and accountable practice, appraising new approaches and methodologies in order to extend their expertise;

- c. Use available supervision or consultation and engage in continuous professional development, taking active steps where necessary to secure appropriate supervision;
- d. Reflect on the nature and source of social problems and on ways of addressing them;

Professional ethical guidelines for social work

Profession and personality

1. Professional social work is based on science and proven experience, as well as democratic and humanistic values, thus contributing to preservation of human rights and the development of general welfare in the society.
2. The social work professional shall at work and in private show respect for the sovereignty of each individual.
3. The social work professional has a particular responsibility toward persons and groups in vulnerable positions.
4. The social work professional must make use of her/his professional status in a responsible manner while remaining conscious of the limits of her/his ability.

The client

5. The social work professional shall respect the personal integrity of clients and promote their self-determination as long as this does not impeach upon the rights of others.
6. Clients should be met with respect and the endeavour to establish a good relationship. Any measures taken should, as far as possible, be founded on cooperation and mutual understanding.
7. Information of a confidential or sensitive nature should be treated with the care stipulated in law, and in general with great discretion.
8. The social work professional shall not exploit the client's dependent position.

Colleagues and the workplace

9. The social work professional must keep her-/himself informed of and adhere to fundamental organisational goals.
10. The social work professional must seek to maintain loyalty and respect toward colleagues and other employees at all levels, as well as taking suitable responsibility for the social environment of the workplace.

Society

11. The social work professional shall work in accordance with applicable laws except where these infringe upon basic human rights.
12. The social work professional shall endeavour to promote public confidence in social work and the professional abilities of social workers. S/he should also be open to critical investigation into the exercise of the profession.

Exercises

1- Clarify Definition of Client?

2- Complete?

- The ethical conduct of social work professionals in respect of their profession:

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- General principles of ethical conduct of social work professionals:

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- Source documents in social work:

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- Social work professionals serve the interests of

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- Social work professionals pursue and

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- The tools of social work professionals are

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3- Translate?

- Translate the following words into Arabic:

English:	Arabic:
humanistic	
responsible	
organization	
partners	
clients	
professionals	
limits	
evaluation	
confidential	
decisions	
welfare	
tools	
Law	
institutions	
plans	
interests	
justify	
competence	
qualifications	
family	
advantage	
clients	
power	
unintentional	
analysis	
achievements	
approaches	
policies	
experience	
structures	
methodologies	
nature	

- Translate the following words into English:

English:	Arabic:
	خطة
	طريقة
	اسلوب
	تنمية
	تقدير
	جماعة
	تحليل
	تنظيم
	بحث
	تحديد
	مهارة
	خبرة
	تقويم
	منهج
	شركاء
	طبيعي
	سياسة
	عام
	فريق
	قوة
	اسرة
	تعامل
	تحقيق
	حلول
	اشباع
	طبقات
	خدمة اجتماعية
	مدخل
	يتضمن
	اخصائي اجتماعي
	فن
	مهنة
	مؤسسة

4- Put (√) or (×) only?

N.	The Questions	√	×
		A	E
1	The social work professional shall at work and in private show respect for the sovereignty of each individual.	A	
2	Social work professionals maintain and develop the knowledge and skills required in social work and thus safeguard their competence, professional development and performance.	A	
3	Clients should be met with respect and the endeavour to establish a good relationship. Any measures taken should, as far as possible, be founded on cooperation and mutual understanding.	A	
4	Social work professionals follow and promote the ethical standards of their profession, take part in debates on ethical issues, and take responsibility for the personal ethical decisions and choices made in their work.	A	
5	a social welfare unit which plans, manages, provides, coordinates or supervises social services.	A	
6	Social work professionals develop their professional skills, and are open to innovative approaches to and methods of social work which are based on the research and analysis of practical casework.	A	

Chapter 4
Fields of social work practice

By
Dr. Hazem Matter

Chapter 4

Fields of social work practice

The objectives of the chapter:

This chapter tries to clarify the Fields of social work practice, includes:

1. Social work in the field of families.
2. Social work in the field of childhood.
3. Social work in the field of employment.
4. Social work in the field of gerontology.
5. Social work in the field of mental health.
6. Social work in the field of public welfare.
7. Social work in the field of corrections and justice.
8. Social work in the field of community development.
9. Social work in the field of international social work.

FAMILY SERVICES:

Social workers provide support services for families to enhance family functioning. Examples of services include counseling, family therapy, and family life education.

Employers:

- Domestic violence prevention affiliated agencies
- Family Counseling Agencies
- Mental Health Clinics

CHILDREN SERVICES:

Child welfare workers practice in family-based services that address children, youth and families. A social worker in this field may counsel children and youth who have problems or have difficulty adjusting socially. She/he may work to protect or intervene on their behalf when they are abused or neglected. Child welfare may advise foster care in cases where parents cannot or will not protect and/or provide for their children. Social Workers will then work with the courts to find adoptive homes for children.

Employers:

- Public/Private Child Welfare Agencies
- Legal services agencies
- Adoption agencies
- Foster care agencies
- Child care agencies
- Family Preservation and Reunification Services

EMPLOYMENT/OCCUPATIONAL SOCIAL WORK:

A growing practice field for occupational or corporate social workers is in employment assistance program (EAP's). The social worker may be the owner of the EAP or be employed by

large corporations, business or unions, mostly in urban and industrial settings. They help employees deal with a large range of problems including work stress, substance abuse, domestic violence, single parenting, depression, eating disorders, vocational rehabilitation, takeovers, layoffs, etc. In this way, social workers assist corporations reengineer their organization and processes to improve effectiveness, creativity, productivity, and morale.

Employers:

- Employee Assistance Programs (EAP's)
- Businesses
- Private Consulting Firms
- Corporations
- Labor Unions

GERONTOLOGY:

There is a tremendous need for social work with older persons and their families. Social workers help older adults maintain independence. The social worker arranges income assistance, organizes recreational groups and support groups. A social worker in this field would improve the quality of life for elders.

Employers:

- Nursing Homes
- Senior Centers
- Hospitals and Medical Centers
- Hospice Program
- Mental Health Centers
- Employee Assistance Programs
- Legal Services

HEALTH CARE:

Social workers are important members of the healthcare teams and provide medical and emotional treatment in hospitals, clinics, and other medical and health care settings. They work together with doctors, nurses, administrators, and other professionals to help patients and their families cope with chronic or terminal illnesses. Social workers who work in health care assess patient's needs, set up an aftercare program, educate patients and their families, and help them deal with emotional problems associated with illness. Social workers help facilitate discharge and provision of supportive services for post-hospitalization by providing patients and their family caregivers with information and referrals.

Employers:

- Health Care Organizations (such as the American Lung Association)
- Nursing homes
- Acute Care and Rehabilitation Hospitals
- Rural Health and Specialty Clinics
- Hospices and Home Health Agencies
- Public Health Department
- Group homes

MENTAL HEALTH/CLINICAL SOCIAL WORK:

In the common instances when people need mental health services to cope with life's stressors; clinical social workers are utilized. Clinical social workers are the largest group of professionally trained mental health providers in the nation. Social workers in this field supply more than half of counseling and therapy services. All clinical social workers

must have an MSW. They must be licensed or certified in the state in which they practice.

Employers:

- Psychiatric Hospitals
- Family Service Agencies
- Residential Treatment Centers
- Sheltered Work Settings
- Community Mental Health Centers
- Employee Assistance Programs
- Schools
- Substance Abuse Treatment Program

PUBLIC WELFARE:

Social work in public welfare entails administration, implementation, monitoring, and program evaluation of the public welfare system. Social workers provide information on how to apply for public assistance and other benefits, review eligibility requirements, and arrange for services. They also train and supervise staff while setting and evaluating standards and criteria for service delivery.

Employers:

- Public Welfare Agencies
- Private Social Service Agencies

SCHOOL SOCIAL WORK:

School social workers work closely with teachers, administrators, and other professionals to help children with physical or learning disabilities as well as emotional problems. They provide counseling and referral services for a range of concerns including family problems, domestic violence, child

abuse, neglect, and poverty. They serve as a liaison between family and school and often between school and community. To work in schools as a school social worker.

Employers:

- Schools: Elementary / Secondary
- Head Start Centers
- Special Education Centers
- Counseling Centers
- Special Education Placement Offices
- Counseling Centers
- Early Intervention Programs

CORRECTIONS AND JUSTICE:

A social worker's activities in corrections and justice are diverse, providing the chance to use a range of skills. Social workers in criminal justice make recommendations to courts, serve as expert witnesses, do pre-sentencing assessments, and provide services for prison inmates and their families. They focus on rehabilitation by providing therapy, drug and alcohol addiction and basic life skills training. Many social workers become probation officers or parole officers. They help ex-offenders access supportive services upon release from prison. Social workers may arrange for a half-way house, job training, employment, remedial classes, counseling, child care and / or transportation.

Employers:

- Victim Restitution Programs
- Courts
- Police Departments
- Prisons
- Juvenile Detention Facilities

COMMUNITY DEVELOPMENT:

There are numerous opportunities for social workers in community development programs and projects that are designed to provide community, professional and volunteer services. This is an area of employment that is expanding as greater responsibility for human services programs that are assumed by cities, towns, communities, neighbourhoods, and local organizations. Social workers participate in establishing and operating such services as homeless shelters, youth activities, free lunch programs, and services for homebound elderly and persons with disabilities.

Employers:

- Community Funded Projects
- Religious Organizations
- Americorps
- Vista

INTERNATIONAL SOCIAL WORK:

International Social Work involves direct services in child welfare, family planning, health and mental health, international adoptions, human rights advocacy, and refugee programs through relief and international organizations. Social workers also assist governments in developing delivery systems and training programs. They provide technical assistance and are involved in research projects. International organizations such as the World Health Organization (WHO), the Red Cross, the United Nations, and numerous non-government organizations employ social workers.

Employers:

- Community Funded Projects
- Religious Organizations

- Americorps
- Vista

Exercises

1- What are the fields of social work practice?

2- Complete?

- Social work in the field of families:

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- Social work in the field of childhood:

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- Social work in the field of employment:

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- Social work in the field of gerontology:

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- Social work in the field of mental health:

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- Social work in the field of international social work:

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3- Translate?

- Translate the following words into Arabic:

English:	Arabic:
Social work fields	
field	
community	
welfare	
development	
justice	
public	
recommendations	
Health	
Religious	
Rehabilitation	
children	
governments	
Social workers	
help	
childhood	
Projects	
effectiveness	
Schools	
activities	
mental health	
programs	
gerontology	
neighborhoods	
criminal	
assistance	
responsibility	
families	
disabilities	
implementation	

Chapter 5
Generalist Social Work Practice

By
Dr. Hazem Matter

Chapter 5

Generalist Social Work Practice

The objectives of the chapter:

This chapter tries to clarify the Generalist Social Work Practice, includes:

- 1- Assessment.
- 2- Treatment/Service Care Plan.
- 3- Case/Care Management.
- 4- Interventions.
- 5- Generalist Intervention Model (GIM)

Assessment:

1. Conduct a biopsychosocial assessment of an older person which includes:
 - Biological factors such as information regarding physical functioning.
 - Psychological factors such as coping capacities, affect, and indicators of the need for a mental status examination.
 - Social factors such as: social roles, social functioning, social supports, social skills, financial status.
 - Family factors.
 - Cultural factors.
 - Spiritual factors.
 - Factors in the social and physical environment that affect the physical and emotional health of older persons (understanding that the interplay of psychological, social, and physical functioning is heightened in older persons).

2. Recognize and identify family, agency, community, and societal factors that promote or inhibit the greatest possible independence of the older client.

3. Demonstrate awareness of sensory, language and cognitive strengths and limitations of clients when interviewing older adults.

4. Engage with older persons utilizing their varying strengths.

Treatment/Service Care Plan:

1. Set realistic and measurable objectives and establish care plans based on functional status, life goals, symptom management, and financial and social supports of older adults and their families.

2. Reevaluate and adjust service/care plans for older adults to accommodate changes in their life circumstances.

Case/Care Management:

1. Use social work case management skills to link elders and their families to resources and services.

2. Collaborate with other social service, health, mental health and allied health professionals in delivering services to older adults.
3. Assess and leverage organizational and community resources in meeting needs of older adults and their caregivers.

Interventions:

1. Engage older persons and family caregivers in maintaining and enhancing their mental and physical health and functioning.
2. Assist older persons and their families in dealing with stressful or crisis situations.
3. Enhance the coping capacities of older persons, including abilities to deal with loss and transition.
4. Provide services to older persons and their families through group modalities.

Generalist Intervention Model (GIM)

Engagement

Greet the client

Demonstrate effective attending skills

- Listen carefully
 - Make eye contact (aware of cultural differences)
 - Focus on client thoughts and feelings (use open ended questions)
 - Use silence as necessary
 - Take notes of information you are unlikely to remember.
-
- o Discuss agency services and client expectations
 - o Decide if the agency and worker can help
 - o Offer agency and worker services to the client
 - o Orient the client to the helping process.
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- Client needs to know the rules and conditions

- Negotiate with clients as to frequency of sessions, time and place, and total number of sessions.
- Complete required paperwork

Assessment

(Acquire an understanding of a problem or issue, what causes it, and what can be changed to minimize or resolve it) Note: Common tool used: DSM

- Articulate a clear statement of the need, problem, or situation
- Recognize the strengths, assets, skills, and abilities of clients
- Formulate a clear description of the client system
- Understand the client system's interactions with other systems
- Identify any missing information that is important
- Put all the information together

Planning:

- Work with the client
- Prioritize problems
- Translate problems into needs
- Evaluate levels of intervention for each need
- Establish goals
- Specify objectives
- Specify action steps
- Formalize a contract

Implementation:

- Follow plan
- Monitor progress
- Revise plan (when necessary)
- Complete plan (to greatest extent possible)

Evaluation:

- Single subject design
- Goal attainment scaling
- Task – Achievement scaling
- Client satisfaction questionnaire
- Target-problem scaling

Termination:

- Decide when to terminate
- Evaluate achievement of objective
- Maintain and continue progress
- Resolve emotional reactions of the worker and client
- Make appropriate referrals

Follow-up:

- Actively represent the consumer
- Discuss problems
- Straighten out difficulties
- Prepare the consumer

Items to include for the final:

- Written contract.
- Written evaluation.
- Written documentation on the client.

Exercises

1- Complete?

- Conduct a biopsychosocial assessment of an older person which includes:

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- Collaborate with other social service, health, mental health and:

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- Recognize and identify family, agency, community, and

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- Treatment/Service Care Plan

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- Implementation

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- Follow-up

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2- Translate?

- Translate the following words into Arabic:

English:	Arabic:
represent	
appropriate	
attainment	
progress	
questionnaire	
plan	
Single	
Written	
action	
Termination	
Formalize	
Establish	
evaluation	
emotional	
objective	
Target	
Specify	
difficulties	
needs	
Prioritize	
Discuss	
information	
documentation	
important	
description	
Identify	
psychological	
interviewing	
capacities	
interactions	
Common	
Follow-up	

- Translate the following words into English:

English:	Arabic:
	مناقشة
	علاج
	تشخيص
	سجلات
	تخطيط
	تنفيذ
	تواصل
	استبيان
	صعوبات
	تأسيس
	معلومات
	اتصال
	هام
	ايجاد
	بيانات
	تفاعل
	قدرات
	متابعة
	تقدير
	عوامل بيولوجية
	اعادة
	بيئة
	ادارة
	شخص
	عوامل
	عميل
	تدخل
	اهتمامات
	مساعدة
	دراسة
	ثقافة
	الوعي
	علاقة

3- Put (√) or (×) only?

N.	The Questions	√	×
		A	E
1	Resolve emotional reactions of the worker and client.	A	
2	Recognize the strengths, assets, skills, and abilities of clients	A	
3	Engage older persons and family caregivers in maintaining and enhancing their mental and physical health and functioning.	A	
4	Psychological factors such as coping capacities, affect, and indicators of the need for a mental status examination.	A	
5	Follow-up include only: - Actively represent the consumer - Discuss problems		E
6	Termination include only: - Evaluate achievement of objective - Maintain and continue progress		E

رؤية الكلية

نحو أخصائي اجتماعي متميز علمياً ومهاريًا ينافس محلياً وعالمياً في سوق العمل.

رسالة الكلية

تعمل كلية الخدمة الاجتماعية بجامعة حلوان على إعداد أخصائي اجتماعي يستطيع المنافسة في سوق العمل محلياً وإقليمياً، قادر على إحداث التغيير الإيجابي في المجتمع وتقوم بإجراء البحوث التي تهتم بدراسة السلوك الإنسان والبيئة الاجتماعية لوضع الخطط المناسبة للتدخل المهني وتوظيفها في برامج تعليم الخدمة الاجتماعية والنهوض بالمجتمع كما تعمل على تنمية مجتمعتها الداخلي والمجتمع المحلي المحيط بها، والمساهمة في حل المشكلات القومية.

College Vision

Towards a distinguished social Worker and scientific specialist competing locally and globally in the labor market.

College Message

The Faculty of Social Work at Helwan University is working on preparing a social worker who can compete in the labor market locally and regionally, capable of bringing about positive change in society and conducting researches that study human behavior and the social environment to develop appropriate plans for professional intervention and employment in social education programs and community development. To develop their internal society and the surrounding community, and contribute to solving national problems.