# Social Work Methodology II (with the Social Services Procedures and Techniques Module)

## Prof. Francesca Corradini; Prof. Claudia Zanchetta; Prof. Paola Limongelli

**Module I***: Social work methodology II:* Prof. Francesca Corradini

***COURSE AIMS AND INTENDED LEARNING OUTCOMES***

The aim of the Module is to cover in depth, at the conceptual level, the main methodological aspects of the helping process provided by Social services targeting single problem situations (the so-called “case work”). The first part of the course illustrates the main professional tools, with a focus on the helping interview/counselling, the assessment, the social investigation and the home visit. In this section, a Workshop for the in-depth examination of Counselling principles, techniques and skills will be held (by Prof. P. Limongelli).

The second part of the course will cover sessions on the *methodological reworking* of case studies (tackled by students during the field placement experience), conducted according to the guidelines of the *Relational Method*, with a special focus on cases of dependency and protection of minors.

*Intended learning outcomes*

At the end of the course, it is expected that students will have acquired methodological reasoning skills applied to helping interventions at case study level (connecting theoretical-methodological aspects and practical aspects), as well as knowledge and proficiency in the use of the relevant working tools used by social workers.

***COURSE CONTENT***

1. The tools of the social worker: the interview, the home visit, team work, the social care records and service documentation, the assessment and the social history report.
2. Existential crisis and technical problems - intersubjectivity of life problems.
3. Conventional “practitioner centred” approach and “relational approach” -fundamental differences.
4. Directivity and non-directivity in Relational Social Work method.
5. “Helping” and “control” interventions.
6. Coping with life problems and the role of the relational guide.
7. Counselling in the helping interview conducted by social workers.

***READING LIST***

F. Folgheraiter, *Teoria e metodologia del servizio sociale,* Franco Angeli, Milan, 1998 (pp.193-501). [*Purchase from VP*](about:blank)

M. L. Raineri, *La funzione di controllo nel servizio sociale,* (article uploaded to the lecturer’s webpage).

E. Cabiati-F. Folgheraiter, *Oltre la non direttività. Il metodo relazionale al lavoro sociale. Riflessioni sistemiche,* 2016, (articolo uploaded to the lecturer’s webpage).

E. Cabiati, *La visita domiciliare in tutela minorile,* Erickson, Trento, 2014. [*Purchase from VP*](about:blank)

In addition, a text for in-depth study and two articles in English will be assigned, to be specified by the lecturer during the first semester.

For the *Counselling workshop*:

R. Mucchielli, *Apprendere il counseling,* Erickson, Trento, 1996. [*Purchase from VP*](about:blank)

C. ROGERS, *Un modo di essere,* Giunti, Florence, 2012

***TEACHING METHOD***

The course will be taught with frontal lectures and exercises aimed at improving the understanding of theoretical concepts. They will be complemented by: reworking of methodology meetings and a counselling techniques workshop.

***ASSESSMENT METHOD AND CRITERIA***

The final assessment for the *Social Work Methodology II* module will be based on the content of lectures, the reading list specified in the programme and the materials published on the lecturer’s webpage.

Students will take a written and an oral exam. The written test consists in 5 open-ended questions. A mark equal to 0/0.25/0.5/0.75/1 will be given for each question, taking into account the correctness and completeness of the answers. Subsequently, during the oral test, students will be asked to elaborate on their answers in the written test and their knowledge of reading list items will be assessed. An important final assessment criterion will take into account students’ ability to develop links between abstract concepts and practical/operational requirements, emerging in particular from the field placement experience scheduled in the second year of the course.

Competences and skills acquired during the *Counselling Workshop*  will be assessed by means of a brief written test consisting in two practical exercises on the main content of the Workshop. This test will be marked using a poor/pass/fair/good/excellent grading scale.

The final mark for *Social Work Methodology II* will be out of thirty and will also include the assessment of the Social Services Procedures and Techniques Module and of the Counselling Laboratory.

***NOTES AND PREREQUISITES***

Students strongly attend at least two-thirds of the Module’s lessons. Student workers or with particular needs may agree on a personalised course programme with the lecturer. Students must have passed all the exams of all the methodological and experiential learning activities of the first year (Social Work Methodology I and the Vocational workshop on social service).

Further information can be found on the lecturer’s webpage at http://docenti.unicatt.it/web/searchByName.do?language=ENGor on the Faculty notice board.

**Module II***: Social Services Procedures and Techniques:* Prof. Claudia Zanchetta

***COURSE AIMS AND INTENDED LEARNING OUTCOMES***

The course aims to provide students with the basic knowledge on the most common working practices used by the organisations managing personal social services, in connection with social workers’ fulfilment of their institutional functions and to the provision of the main categories of social welfare services. The course will focus on the operational guidelines and procedures pertaining to interventions targeting families and minors in problem situations.

*Intended learning outcomes*

At the end of the course, students will have grasped the operating procedures and relevant laws regulating the discretionary power and reflexivity of social work practitioners (in accordance with the Professional register) in the fields of parenting, protection of minors, foster care and adoption pursuant to the provisions of the judicial authority. Students will be expected to know and apply the legal principles regulating legal instruments for the protection of minors, to assess the needs of households with problems and to develop with the persons concerned the possible personalised helping and protection pathway.

***COURSE CONTENT***

The course is divided into six *Teaching units*.

*1*. Interventions for problems related to couples, pregnancy, birth.

*2*.Interventions for the protection of minors with reference to the helping pathway.

*3*. Relations with the judicial authority.

*4*. Home, semi-residential and residential interventions.

*5*. Foster care.

*6*. Adoption.

***READING LIST***

M.L. Raineri F. Corradini, *Linee Guida e Procedure di servizio Sociale* (Fourth edition)*,* Erickson, Trento, 2022. [*Purchase from VP*](about:blank)

During lectures, the lecturer will specify which chapters of the text have to be studied, relevant legislation for the most recent updates and material for in-depth reading, which will be uploaded to the course page. The study of reading list items must be complemented by lecture notes and the proposed material.

***TEACHING METHOD***

Teaching consists in frontal lectures and discussions on operating situations.

***ASSESSMENT METHOD AND CRITERIA***

The final assessment will be based on a written exam, consisting in 30 questions, both open-ended and closed-ended, on topics covered during the course. The answers to open-ended questions will be marked from 0 in case students do not answer or give the wrong answer, to 0.25, 0.50, 0.75 up to a maximum of 1, depending on the correctness, completeness and clarity of their answers. On the other hand, for closed-ended questions (multiple choice and/or true/false) students will get 1 point if the answer is correct and 0 if it is wrong. Students will pass if they get at least 18 points.

The assessment will focus both on students’ theoretical knowledge of procedures and their demonstration that they are able to apply them reasonably in real-life work contexts (first of all in placement activities). The exam will be marked out of thirty.

***NOTES AND PREREQUISITES***

Students are strongly advised to attend Module lessons. Student workers may agree on a personalised course programme with the lecturer. As it is an introductory module to the specific techniques of the covered welfare areas, there are no specific prerequisites in order for students to attend it. Nevertheless, students may take the Module only if they have passed the corresponding procedural modules of the first year of the programme.

Further information can be found on the lecturer’s webpage at http://docenti.unicatt.it/web/searchByName.do?language=ENGor on the Faculty notice board.