COURSE OF STUDY: L-39 -L-40 – SOCIAL SERVICE SCIENCES AND SOCIOLOGY. - SOCIAL SERVICE SCIENCES L-39
ACADEMIC YEAR: 2023-2024
ACADEMIC SUBJECT: PRINCIPLES AND METHODS OF THE SOCIAL WORK (A-L)

General information	
Year of the course	*First year – II Semester*
Academic calendar (starting and ending date)	*February-May 2024*
Credits (CFU/ETCS):	*7*
SSD	*SPS 07*
Language	*Italian*
Mode of attendance	*Attendance, although not mandatory, is highly recommended*

Professor/ Lecturer	
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Virtual room	*xdyoug0 (current unique code)*
Office Hours (and modalities: e.g., by appointment, on line, etc.)	*Always available in case of request*

Work schedule	
Hours	

Total	Lectures	Hands-on (laboratory, workshops, working groups, seminars, field trips)	Out-of-class study hours/ Self-study hours
175	*40*	*16*	*119*

CFU/ETCS			
7			

Learning Objectives	
	The specific learning outcomes expected at the end of the study of the subject are: *- critical knowledge of the deontological principles of the Social Service and awareness of the ethical implications of social work with respect to the individual, community, professional and organization of the interventions of the professional social worker;* *- the knowledge of the main lines of development of the history of the Social Service, with particular reference to the Italian reality from the post-war period to the present day, and the ability to identify the nodes and connections with the story of Welfare and social policies;* *- the understanding of the help process as a cycle, starting from the complexity of the needs and the ability to read the request for help by developing the autonomy, self-determination and self-esteem of the user-client person within an operational setting and social networks;* *- the knowledge of the main methods of intervention of the social worker operator in relation to the individual, group and community dimension of professional social work and the theories of reference.*

Course prerequisites	*A basic knowledge of the main sociological and psychological theories, which inspire knowledge, theoretical approaches and methodologies of social work, is appropriate and advisable.*

Teaching strategie	*The teaching includes lectures, workshops and group work, seminars with experts, and is based on an intense interactive activity, aimed at stimulating the research and proposal skills of the individual student.*
Expected learning outcomes in terms of	
Knowledge and understanding on:	*The proposed contents are aimed at stimulating a knowledge and a critical ability to learn interdisciplinary knowledge and skills that the social worker must be equipped with to face the complexity of post-modern and globalized society, declining in flexible and innovative terms the role and functions attributed to the professional by the system of rules in force, in the construction of which the professional must actively participate as an actor in the process of production / reproduction / improvement of social policies within the framework of the rights recognized by the Constitution, by the International Charters, by the 2030 Strategy, in a European perspective.*
Applying knowledge and understanding on:	*The course aims to stimulate:* *- the understanding of the help process as a cycle and project, starting from the complexity of the needs and the ability to read the request for help by developing the autonomy, self-determination and self-esteem of the user-client person within an operational setting and social networks;* *- the knowledge of the main methods of intervention of the social worker operator in relation to the individual, group and community dimension of professional social work and the theories of reference;* *- knowledge of operational tools (interview, meeting, report, home visit, research, research-action, networking, participatory processes and development of active citizenship ....).*
Soft skills	*Interdisciplinarity and multidisciplinary, critical skills, communication skills and expository clarity. Communicating knowledge and understanding.*
Making informed judgments and choices	*Mastery of the themes and topics covered and ability to make critical connections. Develop research aptitude.*
Capacities to continue learning	*Interest in the topics covered and in research as a method; development of the level of reflexivity.*
Syllabus	
Content knowledge	*The course aims to offer adequate knowledge about the historical development of Social Service as a discipline and profession, starting from the first experiences of theorization and professionalization of forms of aid in the context of the interventions implemented by the C. O. S. (Charity Organization Societies) and the movement of Social Settlements in the second half of the 800 in the Anglo-Saxon countries.* *Particular attention will be paid to:* *- the origins of the Italian Social Service and its connections with the international matrices of the profession;* *- the affirmation of the "Unitary Model of Social Service", which assimilates in an original way, in the Italian context, the classic Anglo-Saxon methodologies (Case work, Group work, Community work, social research, etc.) up to the most recent developments in networking and community approaches (community care), assuming the formation of an operator capable of designing and implementing multidimensional interventions, developing functions of prevention, promotion of community well-being and production of social capital and common goods in the*

	context of social policies; *- awareness of the complexity of social work: from the ability to read the needs and the demand for help, moving from respect for the fundamentals and deontological principles of the profession, to taking charge of the weak subject in an operational setting aimed at building a help project;* *- teamwork/with groups and professional/interdisciplinary team;* *- awareness of the intertwining of the development of social policies and the evolution of the Social Service in the framework of the dynamics of the fragile Italian Welfare;* *- the ongoing theoretical-methodological debate on the epistemological foundations of the Social Service and on the evolutionary perspectives of the profession.*
Texts and readings	*For everyone:* - New Code of Ethics of the Social Worker (2020) - "Legge quadro per la realizzazione di un sistema integrato di interventi e servizi sociali", n. 328/2000. *For attending students:* - M. P. FONTANA, M. GIORDANO, A. GORGONI, A. NAPPI, *Deontologia come habitus. Introduzione al nuovo Codice deontologico dell'assistente sociale*, FrancoAngeli, Milano; - A. ZILIANTI, B. ROVAI, *Assistenti sociali professionisti. Metodologia del lavoro sociale*, Carocci, Roma. *For non-attending students, a third text to be chosen from:* - M. CORTIGIANI, P. MARCHETTI (a cura di), *L'Assistente sociale. Società complesse, nuovi bisogni, strategie e modelli di intervento*, Maggioli, Rimini. - O. CELLENTANI, *Manuale di metodologia per il Servizio Sociale*, FrancoAngeli, Milano. - S. FARGION, *Il servizio sociale. Storia, temi e dibattiti*, Laterza, Roma-Bari. - M. FERRARI, S. MIODINI, *La presa in carico nel servizio sociale. Il processo di ascolto*, Carocci, Roma. - G. CELLINI, M. DELLAVALLE, *Il processo di aiuto del servizio sociale. Prospettive metodologiche,* Giappichelli, Torino.
Notes, additional materials	*Attending students who will participate in group activities and in the design / creation of a blog on social work, will study the texts suggested for the preparation of the exam or will be able to agree with the teacher any alternative texts.*
Repository	*Other materials and texts – such as the Charters of Rights – can be found on the web or on the website: https://lavorosocialemeridiano.wordpress.com/.*

Assessment	
Assessment methods	*Oral assessment and, for attending students, degree of involvement and active participation in lessons and groups; produced materials (blog or other).*
Assessment criteria	• *Knowledge and understanding:* *Critical knowledge of the program and of the topics covered in the course* • *Applied knowledge and understanding:* *Reasoning and connection skills between the topics covered and the object of the final exam* • *Making judgments:* *Self-assessment of one's emotional experience with respect to the situations involved in the helping process and the possible deontological implications* • *Communication skills:* *Expression skills and correctness in the use of the Italian language*

	• *Ability to learn:* *Curiosity, interest, willingness to explore in an interdisciplinary and reflective/self-reflective perspective.*
Final exam and grading criteria	*The final mark is given out of thirty. The exam is considered passed when the vote is greater than or equal to 18. The vote is attributed by evaluating the clarity of presentation, the property of the language, the mastery of the topics studied and the critical and interdisciplinary ability of presentation.* *The criteria followed for the evaluation of the learning outcomes expressed out of thirty are:* *Insufficient: 0-17* *Lack, incomplete and inadequate knowledge of the fundamental topics contained in the program, use of inappropriate vocabulary by candidates.* *Sufficient: 18-20* *Sufficient knowledge of the core topics contained in the program and overall adequacy of the vocabulary used by the candidates.* *Fair: 21-23* *Discreet knowledge of the fundamental topics contained in the programme, discrete ability to argue and connect the various topics, through the use of adequate vocabulary by candidates.* *Good: 24-26* *Good knowledge of the topics contained in the programme, good in-depth analysis and critical skills, through the use of adequate vocabulary by candidates.* *Distinguished: 27-28* *Very good knowledge of all the topics contained in the program, very good ability to deepen, to connect the different topics, to criticize and master the vocabulary on the part of the candidates.* *Great: 29-30* *Excellent knowledge of all the topics contained in the programme, excellent ability to study in depth, to connect the various topics, as well as to criticize and master the vocabulary on the part of the candidates.* *Excellent: 30L* *Excellent knowledge of all the topics contained in the programme, excellent in-depth analysis, connection between the different topics, criticism and command of the vocabulary by the candidates.*
Further information	
	The course aims to provide students with critical awareness of the complexity of social work and its connections with the system of citizenship rights, of the epistemological debate on the fundamentals of Social Service and of the main methodological approaches used by the social worker, not neglecting the emotional implications that each operator lives in the help process. For this reason, the lessons, also with exercises and seminars, aim to stimulate the attitude to reflect on the affective-emotional dimension that the social worker experiences in the interaction with the person-user / client and in the group / team dynamics, learning to decode the register of their experience, their stereotypes, their "resistances" and projections.