

**COURSE OF STUDY: L-39 -L-40 – SOCIAL SERVICE SCIENCES AND SOCIOLOGY. -  
SOCIAL SERVICE SCIENCES L-39  
ACADEMIC YEAR 2023/2024  
ACADEMIC SUBJECT ORGANIZATION AND MODELS OF SOCIAL SERVICES**

General information	
Year of the course	3
Academic calendar (starting and ending date)	I SEMESTER ( September 18 – December 7)
Credits (CFU/ETCS):	9
SSD	SPS/07
Language	ITALIAN
Mode of attendance	Attendance, although not mandatory, is highly recommended

Professor/ Lecturer	
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Telephone	
Department and address	Political Sciences Department – University of Bari
Virtual room	Teams
Office Hours (and modalities: e.g., by appointment, on line, etc.)	Availability to receive in presence and remotely (preferably by appointment)

Work schedule			
Hours			
Total	Lectures	Hands-on (laboratory, workshops, working groups, seminars, field trips)	Out-of-class study hours/ Self-study hours
225	72		153
CFU/ETCS			
9			

<b>Learning Objectives</b>	The course aims to provide tools and analysis criteria useful for the knowledge of models and organizational structures of the social services, of the relative operational and application areas with reference to the cultural and regulatory changes that have taken place.
<b>Course prerequisites</b>	Knowledge of: - principles and methods of social work; - general sociology; - methods and techniques of social work

<b>Teaching strategie</b>	<ul style="list-style-type: none"> <li>• Lectures supported by PPT presentations and teaching materials</li> <li>• Seminars with experts</li> <li>• Exercises and work in small / medium groups</li> </ul>
<b>Expected learning outcomes in terms of</b>	
<b>Knowledge and understanding on:</b>	Critical analysis of the models of social services and the network of personal services in the current organizational set-up. The student will be able to read the organizational context, understand its variables and learn the intervention methods.

<b>Applying knowledge and understanding on:</b>	<ul style="list-style-type: none"> <li>- How to operate in organizations that provide services to people, starting from the basic theoretical and methodological knowledge and knowledge of organizational, relational and professional dynamics of working contexts.</li> <li>- The complexity of organizational realities and the impact they have on professional practices and intervention methodologies.</li> </ul>
<b>Soft skills</b>	The students will be asked to strengthen their reflective, analytical and communicative skills both in individual work and in that of a small / medium group. To this end, any exercises and / or simulations will help stimulate the ability to apply theory in practice, problem solving, presentation and dialogue.
<b>Syllabus</b>	
<b>Content knowledge</b>	Organizations, organizational culture, organizational context of social services. Social work and organizations: public institutions and the third sector. The role and functions of the social worker in institutional organizational realities. Social work and the free profession. Organizational overview of social services and related skills applied to the various entities. Relationship between social services and health. Qualitative improvement, evaluation processes and work styles in social work.
<b>Texts and readings</b>	<p>Gosetti G., La Rosa M., Sociologia dei Servizi, Elementi di organizzazione e programmazione, Franco Angeli, 2022 (ristampa)</p> <p>Balducci M., Tre Re L., L'organizzazione dei Servizi Sociali, Franco Angeli, 2020</p> <p>Campanini A. (a cura di), Nuovo dizionario di servizio sociale, edizione rivista e aggiornata, Carocci Faber, 2022, limitatamente alle seguenti voci: Accesso, Accompagnamento, Case management, Integrazione socio sanitaria, Intervento di rete, Livelli essenziali, Modelli di servizio sociale, Modello di intervento sulla crisi, Modello problem solving, Modello sistemico relazionale, Modello unitario centrato sul compito, Servizio sociale e organizzazione, Terzo settore.</p> <p>One text chosen from:</p> <p>Bacchi, A. (a cura di), Il Servizio Sociale professionale nell'emergenza Covid. L'esperienza del Comune di Bari, edizioni La Meridiana, 2021</p> <p>Lobalsamo, M., Marrone, A., Petrosino, D., Ratti, F., Ravallese, U., Spartano V., Ricerca-Azione. Riorganizzazione del Servizio Sociale Professionale ed Educativo all'interno di un Municipio, edizioni La Meridiana, 2023</p>
<b>Notes, additional materials</b>	
<b>Repository</b>	
<b>Assessment</b>	
<b>Assessment methods</b>	Oral exam. It remains at the discretion of the professor to organize individual and/or group exercises during the course to be considered as exemptions from some parts of the exam programme.
<b>Assessment criteria</b>	<p>Knowledge and understanding</p> <p>The student demonstrates that he / she possesses knowledge and understanding of tools and analysis criteria useful for the knowledge of the organizational models of the social service.</p> <p>The student knows how to critically analyze the models and network of social services in the current organizational structure. The student can read the organizational context, understands its variables and knows the intervention methodologies.</p>

	<p>Applied knowledge and understanding The student demonstrates that he / she is able to apply the knowledge and understanding of legislation in social work and social health sector, according to the possible organizational contexts. He/she demonstrates knowledge and aptitude for understanding the organizational dynamics that can affect the effectiveness of social work in services to people.</p> <p>Autonomy of judgment The student demonstrates the ability to express autonomous judgments relating to the theoretical-practical models of social service and to the forms of organization of social services. The student demonstrates awareness of the complexity of organizational contexts and is able to identify models with reference to relational and professional dynamics endemic to the various work contexts.</p> <p>Communication skills The student is able to communicate information, ideas, problems and solutions - inherent to organizational social issues - to specialist and non-specialist interlocutors.</p> <p>Ability to learn The student develops a learning ability useful for addressing additional and new issues with respect to the topics addressed during the lessons, specifically concerning the possibility of re-organizing services in case of emergencies and urgencies dictated by factors exogenous and endogenous to the organization.</p>
Final exam and grading criteria	<p>The final mark is given out of thirty. The exam is considered passed when the grade is greater than or equal to 18.</p> <p>The following elements will be considered for the grading assessment: Critical mastery of content Language skills Exposure / argumentation skills</p> <p><i>The criteria followed for the evaluation of the learning outcomes are:</i></p> <p><i>Insufficient: 0-17</i> <i>Lack, incomplete and inadequate knowledge of the fundamental topics contained in the program, use of inappropriate vocabulary by candidates.</i></p> <p><i>Sufficient: 18-20</i> <i>Sufficient knowledge of the core topics contained in the program and overall adequacy of the vocabulary used by the candidates.</i></p> <p><i>Fair: 21-23</i> <i>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.</i></p> <p><i>Good: 24-26</i> <i>Good knowledge of the topics contained in the programme, good in-depth analysis and critical skills, through the use of adequate vocabulary by candidates.</i></p> <p><i>Distinguished: 27-28</i> <i>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.</i></p> <p><i>Great: 29-30</i> <i>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.</i></p>

	<p><i>Excellent: 30L</i></p> <p><i>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.</i></p>
<b>Further information</b>	
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