

**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 (M-Z)

General information	
Year of course	1° (2022/2023)
Academic calendar (starting and ending date)	2nd semester, 1st year (February-May 2023)
Credits (CFU/ECTS):	7
SSD	SPS/07
Language	Italian
Mode of Attendance	Attendance, although not compulsory, is highly recommended

Professor/ Lecturer	
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Department and address	Department of Political Science
Virtual Headquarters	Microsoft Teams (account Uniba)
Tutoring (time and day)	Weekly reception, on flexible days and hours, by appointment Online mode

Syllabus	
Learning Objectives	<p>Knowledge and understanding: Acquisition of knowledge and ability to reflect on the main aspects relating to the foundations and ethical principles, history, methodological references of the Social Work. Acquisition of an appropriate preparation with respect to the pre-eminent scientific perspectives and the main methods and criteria of scientific investigation in the social field.</p> <p>Applying knowledge and understanding: Acquisition of adequate skills: - the application of the ethical principles of social work to concrete situations, in understanding the aid process as a cycle, in the knowledge of the main intervention methods of the social worker and of the reference theories - discussion and processing of the acquired knowledge; - systematic, critical and original connection of the concepts learned with practical experience; - case analysis; presentation of research; of realization of group projects.</p> <p>Making judgements: Acquisition of adequate: - ability to collect and interpret data relating to the work environment of the Social Work, to understand, analyze and evaluate the complexity of the needs and resources of people and contexts; - awareness of the ethical and practical implications of social work and the</p>

	<p>ability to empirically analyze social problems keeping the factual interpretation distinct from reality from one's own subjective values;</p> <ul style="list-style-type: none"> - autonomy and ability to formulate coherent judgments and reflections, to act - personal and group - and to interpret / reflect on the social, scientific, ethical aspects connected to it. <p>Communication: Acquisition of adequate skills:</p> <ul style="list-style-type: none"> - use of the specific languages of social work; - dialogue with institutional interlocutors with specialist and decision-making skills in the various sectors of intervention; - to develop an adequate communication register with users of services and with the general public; - understanding, expository and argumentative. <p>Lifelong learning skills: Acquisition of adequate skills:</p> <ul style="list-style-type: none"> - to learn from experiences, which allows the continuous development of an adequate professional know-how, "learning to learn" from practice, from the comparison with colleagues, identifying with adequate caution the further training insights useful to implement the quality of one's professional action . - theoretical learning related to the relationships between politics and the complex processes of social change; - individual study, preparation of individual projects and the activity carried out for the preparation of the final exam. - processing and research on data to be created individually or in group activities.
Course prerequisites	BASIC SKILLS
Contents	<p>MODULE I - PRINCIPLES AND FOUNDATIONS OF SOCIAL WORK</p> <ol style="list-style-type: none"> 1. READING KEYS: role of the social worker and welfare crisis; models, methods and techniques; definition of discomfort; "types" of social worker 2. DEFINITION AND ROLE OF THE SOCIAL WORKER 3. THE SOCIAL WORKER'S RESPONSIBILITY: Etymology, Areas, Dimensions; Purpose of the deontological code; Promotion of social justice; Institutional mandate and mandate professional. 4. HISTORICAL PATH AND THEORETICAL EVOLUTION OF SOCIAL SERVICE; 5. THE CODE OF CONDUCT OF THE SOCIAL WORKER. 6. THE SCOPES OF INTERVENTION OF THE SOCIAL SERVICE <p>MODULE II - METHODS OF SOCIAL WORK</p> <ol style="list-style-type: none"> 1. THE INITIAL EVALUATION OF THE INTERVENTIONS: The assessment: concept and models; Prognostic evaluation and anti-oppressive approach; Stages of the assessment; Assessment centered on needs, on resources; Risk assessment. 2. ACCESS TO SERVICES AND INITIAL INTERACTIONS: The phases of the intervention; Access to services: neoliberal systems, welfare state,



universalistic welfare; The motivational interview. Empathy
 3. THE DESIGN OF THE INTERVENTIONS: The passage from the initial evaluation to operations; The contract between operator and user; Negotiation and game theory; Social worker-user relationship: replacement, support, guarantee
 4. THE FINAL EVALUATION: Participatory evaluation; Self evaluation; Rating qualitative; Social worker researcher; Professionalism reflected
 5. THE SOCIAL SERVICE INTERVIEW: scene and scenario, motivational interview, time and space, pragmatics of communication;
 6. PROFESSIONAL DOCUMENTATION (NOTES)

MODULE III - PRINCIPLES AND METHODS OF SOCIAL NETWORK WORK

1. INTRODUCTORY CONCEPTS: The crisis of proximity relationships; Community definition; Primary networks, secondary networks, third sector networks; Network Models and Network Interventions; The relationship development of proximity contexts
 2. PATHS OF UNDERSTANDING AND AWARENESS: Sense of community, sense of belonging, sense of the common good; Analysis of needs and resources; Context profile e social recognition; Network exploration and organizational analysis
 3. PATHS OF RELATIONAL NETWORKING: From the individual to the collective: paths e contexts; The intentional weaving of interpersonal relationships; The social construction of confidence; The negotiation of conflicts
 4. PATHS OF AGGREGATION: Group dynamics and proximity work; The life cycle of groups; Flexible management of boundaries and rhythms; Solidarity capacitance area; Groups of self-help
 5. PATHS OF CAPACITATION AND PARTICIPATION: Concepts and strategies of capacitation e empowerment; Participatory social planning; Active practices of relational solidarity; Training and communication
 6. PATHS OF ORGANIZATION OF SOCIAL ACTION: Organizational analysis multifunctional; leadership and organizational climate
 7. WORKING WITH THE NETWORK OF TERRITORIAL SERVICES: The network of services; the team relational building; Donati's model of subsidiary action;
 8. RELATIONAL APPROACH TO SOCIAL DISEASE: From reparation to the preventive-promotional approach; Exploration and

	<p>mobilization of networks according to Sanicola; The social guide of networks according to Folgheraiter; Brodeur's social networking intervention; The Family Group Conferences; The Community Case Management of Guay: definition, objectives, methodology</p> <p>9. TOOLS FOR PROXIMITY WORK: Dialogic tools; Information collection and cataloging grids; The graphical representation cards; Mathematical network indicators</p> <p>10. THE NETWORK OPERATOR: formal and informal operators; Attitudes of the operator in social network work</p>
Books and Bibliography	<p>STUDY TEXTS</p> <ul style="list-style-type: none"> - Marco Giordano, <i>Tutori di resilienza. Principi e Metodi del Servizio Sociale</i>, Amazon KDP, 2023. - Maria Pia Fontana, Marco Giordano, Antonella Gorgoni, Antonio Nappi, <i>Deontologia come habitus. Introduzione al nuovo Codice deontologico dell'assistente sociale</i>, Franco Angeli, 2021. <p>The study materials also include the slides and handouts provided by the teacher during the course. During the course, reading texts related to the topics covered are suggested.</p>
Additional materials	///

Work schedule			
Hours			
Total	Lectures	Hands on (Laboratory, working groups, seminars, field trips)	Out-of-class study hours/ Self-study hours
175	56		119
ECTS			
7			

Teaching strategy	<p>TYPES OF LESSONS MOST USED: Frontal lesson, Dialogue lesson, Classroom exercises, group work.</p> <p>EDUCATIONAL CUT: Mix of theoretical, historical, applicative insights, case studies, etc.</p> <p>EQUIPMENT ADOPTED: Multimedia supports in the classroom [video projection of Microsoft PowerPoint slides. Viewing of audio-video materials</p>

Expected learning outcomes	
Knowledge and understanding on:	<ul style="list-style-type: none"> • FULL ACQUISITION (both in analytical and synthetic terms) of the theoretical-disciplinary contents inherent to the ethical principles, history, methodological references and techniques of the Social Service, presented during the course and deepen in the reference texts



Applying knowledge and understanding on:	<ul style="list-style-type: none"> • GOOD LEVEL of "know-how", in particular in applying in real situations and contexts the knowledge and skills acquired regarding the ethical principles of social service, the cycle of aid intervention, the main intervention methods of the social worker
Soft skills	<ul style="list-style-type: none"> • Autonomy of judgment. GOOD LEVEL of understanding, analysis and evaluation of the complexity of the needs and resources of people and contexts, as well as awareness of the ethical and practical implications of social work. GOOD LEVEL of autonomy in action and interpretation / reflection on the social, scientific, ethical aspects connected to it. • Communication skills. acquisition of HIGH listening and dialogue skills and active exposure and communication • Ability to learn. GOOD LEVEL of ability to learn (also transversally), to learn from comparison, to identify useful insights with adequate caution.

Assessment and feedback	
Methods of assessment	Oral examination
Evaluation criteria	<p>The candidate's evaluation focuses on critical knowledge and on the reasoning skills in analytical, operational and planning terms of the "knowledge" acquired. The grade attributed reflects an assessment of the contents learned, the level of understanding of the subject as well as the exhibiting capacity shown.</p> <p>More in detail, the oral exam will take place in two parts, the first of which will focus on a topic chosen by the candidate and the second on topics taken by the teacher from the course modules</p>
Criteria for assessment and attribution of the final mark	<p>A partial score out of thirty is assigned for each topic. The overall score / grade will be derived from the average of the partial scores.</p> <p>The criteria followed for the evaluation of the learning outcomes expressed out of thirty are:</p> <p><u>Insufficient: 0-17</u> Lack, incomplete and inadequate knowledge of the fundamental topics contained in the program, use of inappropriate vocabulary by candidates.</p> <p><u>Sufficient: 18-20</u> Sufficient knowledge of the core topics contained in the program and overall adequacy of the vocabulary used by the candidates.</p> <p><u>Fair: 21-23</u> Discreet knowledge of the fundamental topics contained in the programme, discrete ability to argue and connect the various topics,</p>



	<p>through the use of adequate vocabulary by candidates.</p> <p><u>Good: 24-26</u> Good knowledge of the topics contained in the programme, good in-depth analysis and critical skills, through the use of adequate vocabulary by candidates.</p> <p><u>Distinguished: 27-28</u> 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.</p> <p><u>Great: 29-30</u> 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.</p> <p><u>Excellent: 30L</u> 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.</p>
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Additional information	
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