UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Tirocinio

2021-3-E3901N055

Learning objectives

This course aims to:

- support and improve students' ability to connect theory and practice,
- encourage critical reflection on practical training,
- help students to increase their autonomy in performing the social worker's tasks, using the professional tools, focusing especially on the relationship with service users; the core of the 3rd year practical training,
- support students in developing awareness of strong emotions, and in managing them,
- offer innovative experiences designed to open new perspectives in best practices and in building up their professional identity,
- improve self-evaluation skills.

Contents

This course provides recalls to methods and techniques of social work, as well as etics and deontological principles, useful to fully understand practical experiences.. It also supplies some legislative framework and social service organization models, with particular focus on specific policy areas.

The reworking of the internship experience is constant.

Detailed program

1. Definition of normative references, planning and operational focuses of principal organisations in which social worker works,

2. The relevance of reception in social services,

3. Construction of a toolbox to support the work of Social Worker. Some examples include: a track for the gathering of qualitative and quantitative data useful for an analysis of the social situation, strategies for managing emotions, a track for drafting of social-welfare reports,

4. Role playing activities (team meeting and user interactions), and their review during lectures,

5. Application of some social service models to social service cases,

6. Continuous critical re-elaboration of the training experience,

7. Presentation of innovative experiences in classroom: seminar events with the involvement of operators / users of the services.

Prerequisites

· Having successfully completed their second year of practice training.

· Having acquired both theoretical and practical knowledge of the professional activities linked to the organisational dimension and to the activities of the local social work, provided as a study programme for the second year. This includes: understanding organizational and normative regulation of the service, knowing how to keeping professional documentation, writing reports. It also required a good ability to observe the context, experience and capacity in first interviews with clients, knowledge of the network of services and ability to activate network relations,

· Basic knowledge of the methodology of the social work and of ethical and deontological principles,

· Competence in recognizing differences between contexts of the social worker's intervention,

· Knowledge of basic contents in law and research methodology.

Teaching methods

During the lectures, the students are strongly invited on active participation; the programme covers the following topics:

? hypothesis and solution about cases and situations related to the training experience,

? simulation techniques,

? cooperative production techniques,

? operational reproduction techniques (exercises - production of grids ...),

? Experiences.

The students actively contribute to the exposition and discussion of the subject, both with individual and cooperative contributions, using the traineeship experiences, the theoretical notions and the tools provided by the teachers.

Assessment methods

The learning is checked through:

- student participation in classroom activities,

- the evaluation of traineeship experience by a supervisor,

- a final report from the student,

- a final interview with the driving teacher.

The evaluation of the Trainee Guide course contributes, in weighted terms, to the vote on the subject of Methods and techniques of Social Service II.

Due to the Covid-19 policy, lessons will take place, if possible, in a mixed way: partial presence and synchronous videoconference.

Due to the Covid-19 policy, middle and final interviews will be telematic.

Textbooks and Reading Materials

Allegri E., Palmieri P., Zucca F. *Il colloquio nel servizio sociale* Carocci, Roma, 2006;

Campanini A. (a cura di) *Gli ambiti di intervento del servicio sociale*, Carrocci Faber, Roma (2020)

Fargion S. *Il metodo del servizio sociale. Riflessioni, casi e ricerche* Carocci, Roma, 2013;

Folgheraiter F., Cappelletti P. (a cura di) (2011), Natural helpers. Storie di utenti e familiari esperti, Erickson, Trento;

Mattera *Brutte Storie, bella gente. Incontri ordinari di una professione straordinaria* G. (2018), San Paolo Edizioni;

Sicora A., *Errore e apprendimento nelle professioni di aiuto,* Maggioli editore, (2010);

Thompson N. (2016), *Lavorare con le persone. Far emergere il meglio dalle relazioni,* Erickson, Trento;

Reference will be made to the texts already present in the bibliography during the 1st and 2nd year Guide to internship and

Principles and Methods I and II. Other insights are indicated during the course.