



UNIVERSITÀ  
DEGLI STUDI DI MILANO-BICOCCA

## SYLLABUS DEL CORSO

### Metodi e Tecniche del Servizio Sociale II

2122-3-E3901N053

---

#### Learning objectives

The course is aimed to develop the following specific competences of the student:

- \*developing the help relationship with the person;
  - \* using in the various stages of the methodological process, tools and techniques of social work;
  - \* reflecting and connect the theoretical contents with the experience of the practical training;
- b) transversal competences
- \* linking the specific contents of social work with the theoretical contributions arising from other disciplines thought in the curriculum;
  - \* linking, in a critical reflective way, the theoretical contents with the field placement experience.

#### Contents

Theoretical framework of social work intervention.

Case work: the helping relationship process in the participatory perspective.

Social programming and social planning (notes).

## **Detailed program**

§Introduction:

- keys competences in social work
- models of social work;
- core functions of social work;
- levels of social intervention;
- some key concepts.

§ Case work: framework, definition and purpose

\* The helping process (insights)

- assessment: different types of assessment with particular attention to collaborative assessment;
- planning of the helping intervention with particular attention to participatory and collaborative perspective;
- the evaluation of the helping intervention: aims, approaches and tools;
- specific tools of helping process (in-depth analysis): interview, home visiting, team work, case networks, social report;

§Social programming and social planning: role and function of the social worker.

## **Prerequisites**

Sufficient logical ability, social culture skills and critical reasoning learning, writing and oral communication skills. Knowledge of the contents of the courses of "Principles and foundations of social work" and "Methods and techniques of social work II".

## **Teaching methods**

Lessons, discussions, group works, case studies

In the event of new restrictions due to Covid-19 emergency, lessons will take place remotely with video conferencing events in mixed asynchronous / synchronous modality

## **Assessment methods**

Oral examination aimed at showing:

- ability in connecting social work theories with practice experienced during the field placement and with the theoretical contribution of other disciplines useful to understand the social context and specific users situation;
- methodological competence in developing helping relationship;
- use appropriately in the various stages of the methodological process tools and techniques of social work.

## **Textbooks and Reading Materials**

The bibliography of the course will be communicated and discussed during the first lesson of the course.

---