UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Organization of Social Services

2425-2-E3901N045

Learning objectives

Knowledge and understanding

- Being introduced to the institutional arrangement of Italian social services
- Understanding the organizational logics of design and delivery of social services
- Analysing organizational structures and governance mechanisms of providers of social care services

Applying knowledge and understanding

Being able to identify common trends and peculiar features of local patterns of organization social services

Developing basic skills for the organizational analysis of providers of social services

Supporting the design and the development of social care services adopting a set of organizational "tools"

Contents

- Organizational foundation of social services
- Trends and innovations in the institutional arrangement of management of social services
- The repertoire of social services
- Planning, management and delivery of social services
- Organizational actors in the field of social assistance
- Emerging challenges and troubles

Detailed program

The course explores the organization of social assistance services, examining the role, characteristics and forms of action of the different organizational actors and professionals that contribute to the processes of planning, management and delivery of such services.

The course is divided into four phases. The course analyzes in the first instance the multiplicity of meanings and interpretations that the concept of organization of social services can take.

The course then introduces some basic elements of organizational theory and analysis, necessary for the subsequent analysis of the configuration of the main public and private organizations operating in this sector. Later, the course discusses the latest steps of evolution of the institutional arrangement of social services. The first part of the course ends with a presentation of the overall supply of social services classified by the different categories of users.

In the second part, the course deals with the issue of planning and governance of social services, focusing on some specific issues: local planning and inter-municipal management of services; outsourcing and contracting out of services; regulation of access to services; integration between health and social services.

The third part of the course provides, first, a study of the organizational characteristics of the main forms of public and private organizations that work for the planning, management and delivery of social services. Second, it provides an analysis of the main professions active in this field and their different powers and responsibilities.

Finally, the course offers an insight into the effects of the crisis and the emerging issues in access, management and delivery of social services.

Prerequisites

Sufficient educational skills in logic, social culture and reasonable capacities in learning, writing and communication.

Teaching methods

The course will include lectures delivered in the form of traditional teaching for approximately 70% of the hours. The remaining teaching hours will be conducted using the integrated teaching method, through exercises and group work in the classroom

Assessment methods

Written exam, with:

- 10 multiple-choice questions;
- 2 open-ended questions

The total duration of the exam is 60 minutes.

Marks for multiple-choice questions:

- 1-2 correct answers: 2
- 3-4 correct answers: 4
- 5-6 correct answers: 6
- 7-8 correct answers: 8
- 9-10 correct answers: 10

Textbooks and Reading Materials

Rossi P. (2023), “L’organizzazione dei servizi socio-assistenziali”, (seconda edizione), Carocci, Roma.

Gori C. (2021), "Le politiche del welfare sociale", Mondadori, Milano.

Sustainable Development Goals

GOOD HEALTH AND WELL-BEING