



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Methods and Techniques of Social Work II

2526-3-E3901N053

Learning objectives

The course aims to provide fundamental concepts related to the aims and methodology of social work in general, with particular regard to the community dimension. These concepts will be addressed by highlighting their connections with the guiding principles of social work and placing them within the framework of the contributions of several authors (both national and international) in the field of helping professions.

Main learning objectives:

Knowledge and understanding

To understand the exercise of the professional role based on the main methodological and theoretical foundations that support action in situations and in relation to the organisational dimension in which the professional operates: Knowledge of the structural dimension of social problems and support strategies for the promotion of social justice with reference to community social work and work with groups

Ability to apply knowledge and understanding

Development of reflective and cognitive skills that support the interpretation of social phenomena of interest to the communities in which social services can intervene.

Understanding and construction of an initial outline of the role of social services in the context of community work, in helping families with children in difficulty (focusing on the intertwining of justice and social services).

****Autonomy of Development ****

The course aims to promote reflective skills with regard to the exercise of the professional role, with particular reference to the influence of the environment in dealing with the difficulties of the individual and the points of view of the users. The course also aims to promote recognition of the power of the social worker in the helping relationship implemented together with individuals, families and social groups.

The course aims to promote an ability to understand people's problems that avoids the risk of individualisation and blame, but which - also through an intersectional reading - leads to the construction of reference frameworks for future social workers capable of supporting actions aimed at the well-being of all and therefore able to define a concept of social justice consistent with the founding principles of social work.

Communication skills Students will be able to effectively communicate the main concepts relating to social intervention, capacity for action and community social work, adapting their language to different interlocutors and professional contexts, including from a multidisciplinary perspective.

Learning skills The course stimulates the ability to keep up to date independently with developments in social work knowledge and societal changes, with a particular focus on inequalities, encouraging continuous reflection on educational and professional experience.

Contents

The professional relationship: emotional implications and operational aspects in building a helping relationship, perspectives and critical issues, also in relation to the dimension of working with the organisation and the territory.
The professional self: recognition of stereotypes and prejudices, reflexivity, relationship with error.
Social control and power in the helping relationship: reflections, case studies, research.
The structural dimension of social problems and the indispensability of community action in social work.
Community social work: definitions, positions, approaches.

Detailed program

Social work and its specific characteristics: subject matter, objectives, helping professions. The individual and their life within the community (the influence of the environment in the construction of problems)
Help in social services from the point of view of the person-user (the drive towards well-being, the ability to act, participation in the help process) and from the point of view of future social workers (levels of social intervention, methodological procedure, social service models, approaches and paradigms).
Refocusing on the method in certain areas of social work, such as the intersection between the judicial context and assistance (minors and families and the field of ageing), with particular attention to the methodological process.
The main tools for assistance work: interviews, professional writing, home visits, meetings, group work. Introduction to Digital Social Work
Community social work. Definitions, main concepts for starting to build a role model that does not focus solely on the person-as relationship, but also on the creation of opportunities for community social work.

Prerequisites

Passing exams from previous academic years in professional courses.

Teaching methods

60% of the lessons will be delivered through traditional teaching methods (lectures using slides, audio and video) in person up to a maximum of 30% of the course will be taught using traditional teaching methods (lectures using slides, audio and video) remotely 30% of lessons will be taught using interactive teaching methods (exercises, simulations, group and individual work) in person.

Assessment methods

Oral exam

a. Assessment criteria: accuracy of answers, ability to analyse and apply concepts to case studies, clarity of presentation. b. The oral exam aims to assess knowledge and understanding of the fundamental concepts and content of the course (definitions), the ability to make connections and links between topics, and the ability to rework the topics covered in a personal way. c. The following aspects will be assessed: • the level of knowledge and ability to apply in an integrated manner the theoretical concepts and ethical principles discussed in class and in the indicated texts, the technical autonomy and judgement acquired, with reference to case simulations; the quality of the presentation: the use of professional language consistent with the content of the test; clarity of presentation (relevant information, presented in an organised and concise manner) and citation of sources.

Textbooks and Reading Materials

Required texts:

Folgheraiter, F. (1998). Teoria e metodologia del servizio sociale. La prospettiva di rete (Vol. 5). Edizioni Erickson. Parte prima.

Dominelli, L. (2022). Servizio sociale: la professione del cambiamento. Centro Studi Erickson.

Twelvetrees, A. (2006). Il lavoro sociale di comunità. Come costruire progetti partecipati. Edizioni Erickson. Cap.1

Articles:

- Raineri M.L., Calcaterra V.(2017), Per un social work antioppressivo. Riconoscere e contrastare le discriminazioni nel lavoro sui casi, in Lavoro Sociale, Erickson, Trento.
- Krumer-Nevo, M. (2008). From noise to voice: How social work can benefit from the knowledge of people living in poverty. International Social Work, 51(4), 556-565.
- Scarscelli, D. (2019). Conoscenza, potere e controllo della devianza nel lavoro sociale in un'ottica anti-oppressiva. Studi sulla questione criminale, 14(3), 89-110.
- Busso, S., Meo, A., & Enrica, M. (2018). Il buono, il brutto e il cattivo. Rappresentazioni e forme di "regolazione dei poveri" nelle misure di sostegno al reddito. Sinappsi, 8(3), 69-83.

Further information on texts or articles necessary for learning will be communicated during lessons.

Sustainable Development Goals

GENDER EQUALITY | REDUCED INEQUALITIES | SUSTAINABLE CITIES AND COMMUNITIES | PARTNERSHIPS FOR THE GOALS
