UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Organization of Social Services

2526-2-E3901N045

Learning objectives

Knowledge and understanding
To know the institutional framework of social services in Italy and its development, to understand the organizational logics behind the planning and delivery of social services, and to analyze the organizational and governance structures of the main actors operating in the field of social services.

Applying knowledge and understanding
To recognize trends and specific features of social service organization models developed at the local level, and to develop basic skills for the organizational analysis of social service delivery contexts. Additionally, to be able to provide support and consultancy in the planning and design of social services and the organizations that provide them.

Autonomy of Judgment
To critically examine organizational structures and relationships between organizations and stakeholders in the field of social welfare, and to observe the organizational and professional implications of regulatory and institutional changes.

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 (frontal) teaching for 70% of the total hours.

The remaining teaching hours will follow an interactive teaching approach, through in-class exercises and group work, according to the following breakdown (subject to changes based on scheduling needs and classroom availability):

- 9 lectures of 3 hours each of traditional teaching;
- 7 lectures of 2 hours each of traditional teaching;
- 5 lectures of 3 hours each of interactive teaching.

Assessment methods

The exam consists of a written test divided into two sections:

A multiple-choice section (10 questions)

An open-ended section (2 questions)

The evaluation of the open-ended questions will take into account the following criteria:

- Clarity and accuracy of the answers
- Command of scientific language
- Depth and structure of the reflection

The multiple-choice answers will be graded according to the following scale:

- 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

The total time allowed for the test is 60 minutes.

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