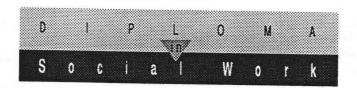
Social Work Practice I

An open learning package developed and published for the Department of Applied Social Studies

Chan Yuk-chung Chun Ping-kit Chung Kim-wah







Social Work Practice I

Chan Yuk-chung, Chun Ping-kit & Chung Kim-wah

Volume 1



The Hong Kong Polytechnic University

Department of Applied Social Studies Educational Development Unit Copyright © The Hong Kong Polytechnic University 1992-3, 1993-4, 1994-5, 1995-6

All rights reserved. No part of this publication may be reproduced or transmitted, in any form or by any means, electronic or mechanical, including photocopying, recording or any information storage and retrieval system, without permission in writing from the publisher.

ISBN 962-367-168-7

Trial Version 1992-3, 1993-4, 1994-5 First Edition 1995-6 Reprinted 1995-6, 1996-7

Printed in Hong Kong

Published by

Educational Development Unit The Hong Kong Polytechnic University Yuk Choi Road, Hung Hom, Kowloon, Hong Kong

All correspondence relating to the academic content of this programme should be addressed to the Department of Applied Social Studies, The Hong Kong Polytechnic University.

Diploma in Social Work

Social Work Practice I

The components of this learning package are:

- Volume 1 (Units 1–10)
- Volume 2 (Units 11–20)
- Volume 3 (Units 21–30)

Acknowledgements

The author and The Hong Kong Polytechnic University wish to thank the various publishers/institutions/agencies who have given us kind permission to reproduce the following copyright materials in this learning package.

The material used in *Learning Activity* 7 of Unit 4 is reprinted from Alan Keith-Lucas. (1972). *Giving and Taking Help*. Chapelhill: University of North Carolina Press.

Figure 8.1 is adapted from Morales, A. & Sheafor, B.W. (1989). *Social Work: A Profession of Many Faces* (5th edn.). Needham Heights, MA: Allyn & Bacon.

Table 8.1 is adapted from McMahon, Maria O'Neil. (1990). *The General Method of Social Work Practice: A Problem-solving Approach* (2nd edn). Englewood Cliffs, NJ: Prentice-Hall.

Every effort has been made to trace copyright, but in the event of any accidental infringement where it has proved untraceable, we shall be pleased to come to a suitable arrangement with the rightful owner.

Contents

Unit 1

Preview	1.1
Objectives	1.2
Introduction	1.3
Content outline of the subject	1.4
Section A: the generic base of social work practice	1.4
Section B: the general process model	1.5
Section C: indirect practice	1.5
Distinguishing social work practice	1.5
Social services	1.7
Social welfare	1.7
Social work	1.7
Social work practice	1.7
Characteristics of social work	1.8
Commitment to social betterment	1.9
Social functioning	1.10
Action-oriented	1.10
Diversity	1.10
Versatility	1.10
Summary	1.11
Further Readings	1.11
Preview	2.1
Objectives	2.2
Introduction	2.3
	2.4
Themes of development	
Periods of development	2.6
Development of scientific philanthropy: pre-1920	2.6
Development of the concepts of assessment and intervention: 1921–1930	2.7
Development of the concepts of person-in-the-situation and helping: 1931–1945	2.8
Development of the concept of social work relationship: 1945–1960	2.8
Development of generalist (integrative) practice and diverse practice modalities: 1961–1975	2.9
Consolidation of the core concepts of social work practice: 1976–present	2.10
Summary	2.12

Unit 2

Unit 3	Preview	3.1
	Objectives	3.2
	Introduction	3.3
	Enhancing social functioning as the goal of social work Life tasks Needs Environment	3.3 3.4 3.5 3.7
	An overview of the goal of social work	3.9
	The uniqueness of the goal of social work	3.10
	Differentiating different levels of goals in social work practice Middle-level goals Differential goals	3.12 3.12 3.12
	Various functions for the achievement of social work's goal Remedial function Preventive function Developmental function	3.13 3.13 3.14 3.14
	Summary	3.15
	Further Readings	3.15
Unit 4	Preview	4.1
	Objectives	4.2
	Introduction	4.3
	Judeo-Christian beliefs	4.4
	Humanism	4.5
	Positivism	4.6
	Utopianism Justice and equality Liberty Fellowship Happiness Democracy	4.8 4.9 4.10 4.10 4.10 4.12
	Self-assessment of philosophical orientation	4.13
	Summary	4.15

Unit 5

Further Readings

4.16

Introduction	5.3
Definition of values	5.3
Values are abstract and not provable	5.3
Values are affectively charged	5.3
Values are the criteria by which goals are chosen	5.4
Values are important as they form the basis of ethical principles	5.4
The place of values in social work	5.4
Social values	5.5
The clients' values	5.6
Agency values	5.7
Personal values of the social worker	5.7
Values of the social work profession	5.8
Social work values	5.8
Preferred conceptions of people	5.9
Preferred outcomes for people	5.10
Preferred instrumentalities for dealing with people	5.10
The code of ethics of social work	5.12
The code of ethics can have four functions	5.12
The code of ethics of the NASW is organized into six areas	5.12
Overview of the value commitments of social workers	5.13
Summary	5.15
Further Readings	5.15
Appendix	5.16
Preview	6.1
	6.2
Objectives	
Introduction	6.3
Acceptance of clients	6.3
The functions of acceptance	6.3
Obstacles to acceptance	6.5
Confusion between acceptance and approval	6.6
Clients' self-determination	6.6
Factors affecting clients' self-determination	6.7
Confidentiality	6.11
Rules safeguarding confidentiality	6.12
Other considerations relating to confidentiality	6.12
Guides to making value decisions	6.16
Difficulties in value decisions	6.16
Procedures for sound value decision making	6.17
Strategies for better resolution of value dilemmas	6.19

Unit 6

Summary	6.21
Further Readings	6.22
Preview	7.1
Objectives	7.2
Introduction	7.3
What is knowledge	7.3
Subjective knowledge and objective knowledge	7.5
Levels of objective knowledge	7.7
Social work knowledge	7.8
Knowledge needed by a social worker	7.9
Alfred Kadushin	7.9
The US Council on Social Work Education	7.10
Functions of social work knowledge	7.12
It guides our practice	7.12
It increases the effectiveness of social work practice	7.12
It distinguishes between professional practice and lay practice	7.12
It serves as a basis on which further knowledge is built	7.13
Problems relating to social work knowledge	7.13
Summary	7.14
Further Readings	7.14
Preview	8.1
Objectives	8.2
Introduction	8.3
Definition of skill	8.3
What is social work skill	8.4
The nature of social work skill	8.5
It is used in conjunction with specific social work methods	8.5
It consists of the fusion of appropriate knowledge with values	8.5
Skills needed by a social worker	8.7
Communication skill	8.7
Relationship skill	8.7
Process skill	8.8
Ways to enhance the development of social work skill	8.10
Recording	8.11
Supervision	8.11
Consultation	8.11

Unit 7

Unit 8

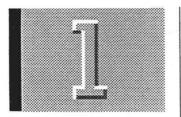
8.12 Summary **Further Readings** 8.12 9.1 Preview 9.2 **Objectives** 9.3 What is a profession Different perceptions of profession 9.5 9.5 The trait model 9.9 The professionalization approach 9.13 Is social work a profession 9.13 The arguments Measures towards professionalization of social work 9.13 Typology of profession 9.14 9.16 Summary 9.16 **Further Readings** 10.1 Preview 10.2 **Objectives** 10.3 Pros and cons of professionalization of social work Implications on individual practitioner 10.3 Implications on clients 10.3 10.4 Implications on fellow social workers 10.4 Implications on the occupational group 10.5 Implications on the society 10.7 Dilemmas in professionalization of social work Professionalization implies authority over clients 10.7 Professionalization will probably reduce availability of manpower 10.7 10.8 Professionalization creates elitism 10.8 Professionalization of social work in Hong Kong 10.8 Main stages in professionalization Social welfare personnel registration system 10.11 10.14 Major contents of the system 10.15 Regulating professional practice 10.16 Limitations of the system Can social work become a fully-fledged profession 10.17 in Hong Kong 10.17 Barriers Positive outlooks 10.18 10.18 Conclusion

Unit 9

Unit 10

Further Readings

10.20



Introduction to Social Work Practice I

Preview

As a social work student, you will be introduced to new notions which may challenge your perceptions of what social work entails. New students often find themselves questioning their suitability for the profession: Can I face the frustration and stress caused by the human problems I encounter? What should I do when I have problems with a client? Am I capable of working with difficult clients? Is my personality suited to social work? Such questions are commonly asked and all will be addressed in "Social Work Practice I". The subject contents will be as practical as possible so that you will be better prepared to face real-life situations in your placement and job after your graduation. This unit is designed to orientate you to the whole subject.

Objectives

After working through this unit, you should be able to:

- have an overview of the place of "Social Work Practice I" in the design of the Diploma in Social Work course;
- distinguish between social work practice, social services, social welfare, and social work;
- recognize the subject content of "Social Work Practice I"; and
- appreciate the importance of this subject for you as a prospective social worker.

Introduction

This learning package is designed to encourage active involvement so that you will better understand the practicalities and problems of social work. As you proceed, you will be required to undertake various activities. No doubt you have specific expectations and questions. *Learning Activity 1* asks you to write them down, so that upon completion of this subject you can check that your questions are being answered.



What are some of the puzzles and expectations you have about becoming a social worker? Write them down in the space provided.

1. Puzzles:

2. Expectations:

This core subject is designed to equip you with the skills needed by a prospective social worker. In the first year, it is supplemented by another core subject: "Social Work Laboratory". "Social Work Practice I" is directly concerned with understanding what social work is and how it is practised. "Social Work Laboratory" will focus on skills training and experiential learning. The two subjects should give you the understanding and skills required to undertake field work placement.

In the second year of the course, "Social Work Practice II" will specifically be branched into three subjects, namely: "Working with Individuals and Families", "Working with Groups", and "Community Work". These three subjects cover the four main units (individual, family, group, and community) which are to be attended by a social worker. The specific knowledge required to work with these different units of attention will be built upon the general knowledge attained in your first year of study.

On completion of "Social Work Practice I", you will be able to:

- understand the nature of social work;
- identify the important variables affecting practice;
- utilize a general helping process model as a base for practice;
- utilize knowledge gained in volunteer work, teamwork, and supervision; and
- · integrate the knowledge gained in other subjects.

Content outline of the subject

The learning programme designed for this subject contains three sections, as outlined below.

Section A: the generic base of social work practice

This section aims to give you an understanding of the common base of social work as a profession, so that you can establish your own professional identity. The basic components of social work practice will be introduced to help you identify the variables that may help or hinder your practice.

This content area covers the following topics:

- historical development of social work;
- goal and functions of social work;
- philosophical base of social work;
- · value base of social work;
- knowledge base of social work;
- skill base of social work;
- social work as a profession;
- social worker as a helping person;
- · roles and tasks of social workers;
- effective use of the helping relationship; and
- the context of social work practice.

Section B: the general process model

This section introduces a general model of practice based on the commonalities of different social work approaches. It is applicable to a wide range of situations and problems. It should also serve as a good foundation for further pursuit of specialist and advanced social work practice methods. It is our intention to train you as a generalist rather than a specialist at this level.

This content area covers the following topics:

- · a system perspective for analyzing a helping situation;
- · the engagement phase;
- · the assessment phase;
- · the planning and contracting phase;
- · the intervention phase; and
- · the evaluation and termination phase.

Section C: indirect practice

This section refers to practices which are not directly related to your service recipients. Nevertheless, these practices will benefit your clients indirectly. For example, the training of volunteers and the development of volunteer work can help to improve the welfare of the community or particular groups of clients.

This content area covers the following topics:

- · volunteer work;
- · teamwork; and
- · supervision.

Distinguishing social work practice

Can you distinguish social work practice from social services, social welfare, and social work? You will meet these terms frequently during your training. It will be useful for you to be able to distinguish between them so that you will have a better idea of the subject matter of social work practice.



Define the following terms, based on your present understanding. Check your answers against the definitions given on the next page.

1. Social services:

2. Social welfare:

3. Social work:

4. Social work practice:

Social services

"Social services" generally refers to the services provided by the government and by non-government bodies for the social betterment of the public, such as health care, housing, education, and welfare services. While social workers may occupy a distinct position within many social services such as the children and youth service, family service, or elderly service, other professionals such as doctors, nurses, and teachers also make their contribution to the welfare of the public.

Social welfare

"Social welfare" refers to the system of laws, programmes, benefits, and services which strengthens or assures provisions for social needs which are recognized as fundamental to the welfare of the population and for the functioning of the social order. In Hong Kong, the term refers to the services and programmes provided by or under the subvention of the Social Welfare Department. While social workers practise predominantly within the social welfare system, some services such as social security and child care are not staffed by social work-trained personnel. Other social welfare services in Hong Kong include rehabilitation for the handicapped and services for the elderly.

Social work

Social work is a professional service, based on scientific knowledge and skill in human relations, which helps individuals, groups, and communities to obtain social or personal satisfaction and independence. The term "social work" actually refers to the profession where social workers provide a professional service. But not all personnel working within the social welfare system are trained social workers. For instance, there are many welfare workers who are secondary school graduates assisting social workers to deliver services. These welfare workers are not trained in social work and thus are not social workers. Social workers are the trained personnel providing these professional social work services.

Social work practice

"Social work practice" refers to the subject discipline of social work and its practice. W. Boehm (1958) wrote, "Social work practice, like the practice of all professions, is recognized by a constellation of value, purpose, sanction, knowledge and method. No part alone is characteristic of social work practice, nor is any part described here unique to social work practice. It is the particular content and configuration of this constellation which makes social work practice distinguishable from the practice of other professions." The five components of social work practice – value, purpose, sanction, knowledge, and method – will be discussed in subsequent units. The "knowledge" referred to by Boehm in this context naturally includes knowledge from all sources which can guide our practice. In this sense, all