Instructor’s Manual and Test Bank

for

Social Work Skills
for Beginning Direct Practice
Text, Workbook, and Interactive Web-based Case Studies

Third Edition

prepared by

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Chapter 1

An Introduction to Social Work and the Helping Process

CHAPTER SUMMARY
This chapter provides a brief overview of the history of social work and the parallel development of the profession from the Charity Organization and the Settlement house movement as lead by social work pioneers Mary Richmond and Jane Adams. The chapter draws attention to the influence of these two pioneers and movements on the social work profession, direct practice, and macro practice. The wide range of roles and settings where social workers perform at the micro, mezzo and macro levels are presented, emphasizing that all roles and positions are grounded in social work values, principals, and ethics. An overview of each stage of the helping process (engagement, assessment, planning and contracting, treatment and intervention, and evaluation and termination) is presented, focusing upon the main goals of each stage, and both the client and social worker’s roles. Case studies are provided throughout the chapter to illustrate the concepts and phases discussed.

CORE COMPETENCIES IN THIS CHAPTER

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<th>Professional Identity</th>
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CHAPTER OBJECTIVES
- Provide the student with basic social work history and an understanding of the professions origins and developments over time.
- Summarize the five stages of the helping process, and impart how each phase is applied in practice.
- Introduce the social work student to the many roles that social workers fill in a wide range of venues, and the practice levels at which each type of position operates.

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• Emphasize the importance of interviewing skills for social workers at all levels of social work practice.

SUGGESTED DISCUSSION PROMPTS

1. Amanda is a 23-year old recovering alcoholic, and the mother of a two-year-old daughter, that currently lives with Amanda’s mother. Amanda has begun attending AA meetings, and is looking for a job, but is still sharing an apartment with her ex boyfriend who is a drug user. Amanda would like to find a job and get her own apartment so she can raise her daughter in a healthy environment. Explain how you would engage and assess Amanda on her first visit to your social service agency, in order to help her to attain her goals.

2. Following the primary objectives of the evaluation phase of the helping process, what questions might you ask the client, and how might they help determine the next step or phase of the helping relationship?

3. The client you have been successfully helping for the past year and a half, Carrie, has recently begun arriving late for appointments, seems unengaged in the helping process, does not seem to be sharing as much as she had in past sessions, and is rather short in her responses to you. Describe how you would gain insight into the client’s changed behaviors. How you would proceed?

4. You have just met Martha, a new client who is 31 years old and has a four-year-old son. She has recently lost her job, was evicted from her apartment and her son’s father is in jail, and cannot provide any type of assistance. Martha wants to secure housing, find a job and get child care for her son. Describe the roles that you may play as her social worker and the level or levels of practice at which you will most likely work in order to help Martha achieve her goals.

5. Read through the descriptions listed of the major social work position – which of the positions described most interests you? Explain your interest in this position, and the impact you would hope to have as a social working in this position.

SUGGESTED CHAPTER ACTIVITIES AND ASSIGNMENTS

1. Explore the many credential opportunities available through the National Association of Social Workers (NASW) at the following website: http://naswdc.org/credentials/default.asp. Which of these do you find most interesting. How might this additional credential support you in your career goals?
2. Review the case study of Elisa (Box 1.1) on page 4. What environmental factors do you believe have contributed to Elisa’s state of “overwhelm” and consequently feeling like she wants to “run away”? How would you use your ecological observations to help engage her in the helping process? Imagine that you are the social worker meeting with Elisa for the first time. What would you say to her?

3. Review the case study of Sarah (Box 1.2) on page 12. How effective was the social worker in helping the Sarah achieve her treatment goals? How would you account for unmet client goals?

ASSESSMENT FOR IN-CLASS USE

For student assessment of skills and knowledge, please use the exercises located in the ‘workbook’ of the text.
ADDITIONAL RESOURCES

Books


Journals


**Websites**

http://workforce.socialworkers.org/studies/fullStudy0806.pdf

www.socialworkers.org/pubs/code/code.asp

www.naswdc.org/practice/default.asp

www.socialworkers.org/credentials/default.asp

http://workforce.socialworkers.org/studies/fullStudy0806.pdf