



IDENTIFYING DATA

Skills, techniques and instruments in social work

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|-------------------|---|-----------|------|------------|
| Subject | Skills, techniques and instruments in social work | | | |
| Code | O05G220V01601 | | | |
| Study programme | Grado en Trabajo Social | | | |
| Descriptors | ECTS Credits | Choose | Year | Quadmester |
| | 6 | Mandatory | 3rd | 2nd |
| Teaching language | Spanish Galician | | | |
| Department | | | | |
| Coordinator | Méndez Fernández, Ana Belén | | | |
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| Web | | | | |

General description (*)Trátase dunha asignatura de carácter obrigatorio, incluída no módulo do título de grao denominado: O Traballo Social, conceptos, modelos, teoría e aplicación. Dentro deste sitúase na materia denominada: Métodos, modelos e técnicas de Traballo Social. Ten por obxectivo principal que o alumnado se achegue a intervención profesional do Traballo Social, coñecendo e anizando o seu concepto tanto clásico como dende unha perspectiva crítica na relación de axuda. Para operar de forma científica na profesión de Traballo Social é imprescindible que o alumnado coñezca, manexe e analice as diferentes perspectivas teórico-metodolóxicas da disciplina en relación ás habilidades, técnicas, instrumentos e documentos utilizados no Traballo Social para garantir unha adecuada intervención. Sin olvidar que calquera perspectiva empregada debe estar en consoancia có respecto os Dereitos Humanos.

Training and Learning Results

| | |
|------|--|
| Code | |
| A2 | Students know how to apply knowledge in their work or vocation in a professional manner and have competences that are usually proven through preparation and defence of arguments and problem-solving in their area of study. |
| A3 | Students have the ability to gather and interpret relevant data (usually within their study area) to make judgements that include a reflection on the relevant social, scientific or ethical issues. |
| A4 | Students can transmit information, ideas, problems and solutions to both specialised and non-specialised public. |
| A5 | Students have developed the necessary learning skills to undertake further studies with a high degree of autonomy. |
| B1 | Capacity to work and value of conjoint way with people, families, groups, organisations and communities his needs, limitations, difficulties, unrests and circumstances |
| B2 | Analyse social situations subject to intervention, plan, develop, implement, review and evaluate social work practice with individuals, families, groups, organisations, and communities and with other professionals. |
| B3 | Work with the people so that they are self-sufficient and with capacity to manifest his needs, wishes, points of view and circumstances |
| B5 | Manage and be responsible, with supervision and support, for the practice itself within the organization |
| B6 | Demonstrate professional competence in the exercise of social work |
| C1 | To build professional relationships with the aim of identifying the most appropriate intervention. |
| C2 | To work with persons, families, groups, organizations and communities, to help them make informed decisions about their needs, circumstances, risks, preferential options and resources, taking into consideration issues of cultural diversity (and therefore, the specificities of ethnic, cultural, linguistic diversity), the need to promote equality between men and women, the need to move to an environmentally sustainable society, and to defend the values of peace. |
| C4 | To respond to situations of crisis through assessment of the urgency of situations, planning and development of actions to deal with them and through reviewing of results. |
| C5 | To interact with persons, families, groups, organizations and communities in order to bring about changes, promote development and improve their conditions of life through the use of the methods and models of Social Work, monitoring regularly the changes that are taking place with the aim of preparing the completion of the intervention. |

- C6 To prepare, produce, implement and assess the plans of intervention with the client system and the professional colleagues, to negotiate the supply of services that must be used and review the efficiency of the plans of intervention with the people involved in order to adapt them to changing needs and circumstances. All this, taking into consideration the ethical obligations of the profession concerning trust, proximity, friendliness, equal relations, respect for cultural diversity, etc.
- C7 To contribute to the establishment of networks to deal with the needs and work towards the achievement of the programmed results, examining them with the people involved and the support networks they might have or develop; particularly, in the case of women (abused women, regular caregivers of people with disabilities, people with mental and other disabilities[]), taking into consideration the specific characteristics of Galicia as a country with a geographically dispersed population, a marked contrast between rural and urban spaces, numerous abandoned areas and an ageing population (which requires larger networks).
- C9 To work on types of behavior that imply a risk for the client system through the identification and assessment of the situations and circumstances that determine such behavior and the implementation of strategies to change them.
- C10 To analyze and systematize the information provided by everyday work as a basis to change and improve the professional strategies that must respond to emerging social situations.
- C11 To use mediation as a strategy of intervention aimed at alternative resolution of conflicts.
- C12 To design, implement and assess projects of social intervention.
- C13 To defend situations, families, groups, organizations and communities and act on their behalf if the situation warrants.
- C14 Prepare and participate in decision-making meetings to better defend the interests of individuals, families, groups, organisations and communities.
- C19 To manage and present social records and reports, making them comprehensive, faithful, accessible and updated as a guarantee for decision making and professional assessments, being particularly cautious when it comes to preserving user[]s confidentiality rights, professional confidentiality and data protection rights.
- C20 To work efficiently within interdisciplinary and []multiorganizational[] systems, networks and teams with the aim of cooperating in the establishment of goals, objectives and implementation times, contributing also to dealing constructively with possible existence of disagreements.
- C22 To investigate, analyze, assess and use the knowledge available in the present time about the best practices of Social Work to review and update one[]s own knowledge frameworks.
- C23 To work within the accepted standards for the practice of Social Work and to secure one[]s own professional development through the use of professional knowledge and techniques as a means to justify decisions, reflecting critically about them and resorting to supervision as an instrument to improve and assess one[]s own professional practice.
- C24 Manage conflicts, dilemmas and complex ethical problems by identifying the same and designing strategies to overcome them and reflect on the results
- D1 Capacity for analysis and synthesis
- D2 Organization and planning skills.
- D3 Capacity for reflection
- D6 Knowledge of the specific culture of the autonomous community.
- D7 Learning and mastering of new technologies
- D8 Information-management skills.
- D9 Problem-resolution skills.
- D10 Decision-making
- D11 Work in and with diverse teams
- D12 Interdisciplinary teamwork.
- D14 Interpersonal relations skills.
- D15 Recognition and respect towards diversity and multiculturalism
- D16 Critical-thinking skills.
- D17 Ethical commitment
- D18 Independent-learning skills.
- D19 Adaptation to new situations
- D20 Creativity.
- D21 Leadership skills.
- D22 Entrepreneurship skills.
- D23 Striving for quality.
- D24 Sensitivity toward environmental issues, equality between men and women, culture of peace, etc.

Expected results from this subject

| Expected results from this subject | Training and Learning Results | | | |
|---|-------------------------------|----------------------|------------|-------------------------------------|
| (*)1.-Knows and understands the basic concepts and the utility of the skills, technical, instruments and documents *n the professional intervention in Social Work. | A3 | B1 B2 B3 B5 | C22 C23 | D1 D3 D8 D16 D17 D23 |

| | | | | |
|---|----------|------------------|---|--|
| (*)2. It IS able to apply the *habilidad basic of listens active in the professional performance. | B3 | C2 C9 | D3 D8 D14 D15 D17 D24 | |
| (*)3.-Acquisition and application of *destrezas to establish a relation *empática and an effective communication with the users/them. | A4 | B1 B6 | C6 C11 | D3 D6 D8 D14 D15 D17 D24 |
| (*)4.-IS able to establish an appropriate relation with the experiences *vitales of the users of the services, understanding and *respetandoo his point of view, and is able to surpass *prexuihos *personales to answer properly his diversity *personal, social and cultural. | B1 B3 | C2 C22 C24 | D14 D16 D17 D19 D24 | |
| (*)5.-IS able to use verbal keys and no verbal stop the analysis, interpretation and intervention in the professional practice. | A2 | B1 B3 | C10 | D3 D6 D14 D16 D19 D24 |
| (*)6.-Knows and is able of *aplicarlos different instruments, technical and documents in Social Work. | A5 | B2 B6 | C1 C4 C5 C6 C7 C9 C10 C12 C13 C19 C20 C23 C24 | D1 D2 D3 D7 D8 D10 D11 D16 D17 D19 D20 D22 D23 |
| New | A3 | B2 | C10 C22 | D1 D8 D16 D18 D22 D23 |
| New | A4 | B2 | C1 C19 C20 C23 | D1 D2 D3 D8 D10 D11 D17 D19 |
| (*)7.-Knows and applies the technologies of the communication and the information in the provision of services. | A5 | B2 B6 | C10 C22 | D6 D7 D8 D18 D19 D22 D23 |
| (*)8.-Acquisition of basic skills of communication that guarantee the *trablllo in groups and teams. | A4 | B1 B2 | C1 C2 C14 C20 C22 C23 | D1 D8 D9 D11 D12 D14 D16 D21 |

Contents

Topic

| | |
|--|---------------|
| 1.-Basic and characteristic concepts of the skills of communication in the professional intervention. The language how instrument in the analysis and interpretation in professional contexts. | There is not. |
| 2.-Conceptual approximation and typology of the instruments and technical in Social Work. | There is not. |
| 3.-Concepts and application of the different technicians of Social Work in the distinct stages of the methodological procedure. | There is not. |
| 4.-Concepts and handle of the different documentation in Social Work. | There is not. |
| 5.-Conceptual framework and basic skills of the professional interview in Social Work and home visit. | There is not. |
| 6.-Conceptualización Of other technicians of use in the Social Work. | There is not. |
| 7.-Application of the technologies of the communication and the information in the provision of services. | There is not. |
| 8.-Diseño And use of bear professional documentaries. Importance of the bear documentary in the processes of Total Quality of the professional practice. | There is not. |

Planning

| | Class hours | Hours outside the classroom | Total hours |
|---------------------------------|-------------|-----------------------------|-------------|
| Lecturing | 22.5 | 0 | 22.5 |
| Seminars | 22.5 | 38 | 60.5 |
| Case studies | 0 | 20 | 20 |
| Problem solving | 0 | 38 | 38 |
| Objective questions exam | 1 | 5 | 6 |
| Laboratory practice | 1.5 | 0 | 1.5 |
| Problem and/or exercise solving | 1.5 | 0 | 1.5 |

*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies

| | Description |
|-----------------|---|
| Lecturing | *Exposición General by part of the professor of the contained of the subject. To guarantee and improve the process of education-learning the students will owe *leer previously the contents that *desenolverán in each session and will elaborate a document with the doubts *surxidas during the reading of the same, promoting like this interactive sessions and that answer the concrete needs of the students. |
| Seminars | *Empregaránse How I supplement of the sessions *maxistras. They Will consist in previous reading of texts and documents to be debated and exposed in the sessions. As well as analysis and resolution of *exercios practical that *garanticen the integration *teorico-practical of the *asignatura. Yes it considers oportune stop the development of any concrete question *traerense expert the classroom. It Will realize *role-*playing for technical how the interview. |
| Case studies | Practical cases for application of the methodology and techniques of the Social Work. |
| Problem solving | *Realizare *proyectos Of intervention, as well as exercises of application of the specific techniques of Social Work, with special *afondamento in the history and social report. |

Personalized assistance

Methodologies Description

| | |
|-----------------|---|
| Seminars | The attention customized will be of three types: 1.-In the classroom, during the sessions of the seminars to supplement the understanding of the kinds *maxistrais and the work *tutelado. 2.-In the dispatch of the professor, in the time of *titorías. Directed it any question of the subject, as well as for doubts related with the sessions *maxistrales and the activities of the seminar. 3.-Through the email, always and when the query allow it. In case to spend the *virtualidade will be able to used other applications computings, so much of the University how general, with *concertación previous. |
| Case studies | The attention customized will be of three types: 1.-In the classroom, during the sessions of the seminars to supplement the understanding of the kinds *maxistrais and the work *tutelado. 2.-In the dispatch of the professor, in the time of *titorías. Directed it any question of the subject, as well as for doubts related with the sessions *maxistrales and the activities of the seminar. 3.-Through the email, always and when the query allow it. In case to spend the *virtualidade will be able to used other applications computings, so much of the University how general, with *concertación previous. |
| Problem solving | The attention customized will be of three types: 1.-In the classroom, during the sessions of the seminars to supplement the understanding of the kinds *maxistrais and the work *tutelado. 2.-In the dispatch of the professor, in the time of *titorías. Directed it any question of the subject, as well as for doubts related with the sessions *maxistrales and the activities of the seminar. 3.-Through the email, always and when the query allow it. In case to spend the *virtualidade will be able to used other applications computings, so much of the University how general, with *concertación previous. |

Assessment

| Description | Qualification | Training and Learning Results | | | | |
|---|---------------|-------------------------------|-----|-----|-----|-----|
| | | A2 | B2 | C2 | D1 | |
| Seminars In order to guarantee the development of the subject, students must bring the tasks assigned for each seminar session (outline of the readings and/or resolution of exercises/case studies, as well as their presentation when appropriate). The student will only be evaluated positively in this section if he/she fulfills the requested tasks correctly (in time and form). | 5 | A3 | B2 | C2 | D1 | |
| | | A4 | | C9 | D2 | |
| | | A5 | | C10 | D3 | |
| | | | | C12 | D7 | |
| | | | | C19 | D8 | |
| | | | | C23 | D9 | |
| | | | | C24 | D10 | |
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| | | | D21 | | | |
| | | | D22 | | | |
| | | | D23 | | | |
| | | | D24 | | | |
| Problem solving Completion and delivery of a final dossier containing the cases, texts and practices of the subject. | 15 | A3 | B6 | C4 | D1 | |
| | | A5 | | C6 | D2 | |
| | | | | C10 | D8 | |
| | | | | C12 | D10 | |
| | | | | C19 | D16 | |
| | | | | C23 | D17 | |
| | | | | C24 | D23 | |
| | | | | | D24 | |
| | | | | B2 | C1 | D6 |
| | | | | B3 | C5 | D11 |
| Objective questions exam Multiple-choice exam. It will consist of 20 or 40 questions under the correct-error system. It will deal with the contents of the subject developed in the lectures and seminars. | 30 | B5 | C6 | D12 | | |
| | | B6 | C7 | D14 | | |
| | | | C11 | D23 | | |
| | | | C13 | | | |
| | | | C14 | | | |
| | | | C20 | | | |
| | | | C22 | | | |

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|---------------------------------|---|----|--|--|
| Laboratory practice | Completion, in writing and individually, of a practical test, in relation to the case studies and practical exercises developed throughout the semester: at least it will deal with the techniques of narrative support and the realization of an open social report. | 40 | B6 C10 C12 C19 C22 C23 C24 | D1 D3 D8 D9 D10 D15 D17 D19 D20 D24 |
| Problem and/or exercise solving | Proof by writing envelope to interview and delivery of autonomous practices envelope the same. | 10 | B3 B6 C9 C10 C23 | D3 D6 D8 D9 D10 D16 D17 D18 D23 D24 |

Other comments on the Evaluation

In order to pass the subject, each of the planned tests (seminar, portfolio, multiple-choice tests and practical tests) must be passed previously and independently. Students will not be assessed if they do not complete the tasks assigned (in due time and form) for the seminars and practical exercises.

Students are warned that no marks will be kept for the following year, this aspect applies to both continuous assessment and global assessment students.

ASSESSMENT SYSTEMS

1.- CONTINUOUS EVALUATION (DESCRIPTION AND REQUIREMENTS): it is aimed at those students who have a minimum attendance of 80% in the lectures and a maximum of 2 absences in the seminars, in addition they must have delivered the assignments in due time and form. If they do not comply with this requirement, they will be assessed by the global assessment system (single test). The tests and scores are those that appear in the evaluation methodologies, and each one must be passed independently in order to pass the course.

GLOBAL EVALUATION (SINGLE TEST): students who do not meet the minimum attendance requirements (lectures and seminars). These students will be assessed in this way: they will have to pass the same competences as the continuous assessment students in a single final exam, which will consist of several parts. As this is a single test, students who do not pass the first part, i.e. the dossier, will not have access to the rest of the tests; then the test (examination of objective questions), and if they do not pass, the practical tests (interview and social report) will not be assessed. The tests to be taken are as follows (as well as the assistants must pass each of the tests listed below of the single test independently):

1.-Submission of a dossier with the practical work and exercises developed in the seminars (they must be supervised continuously by the teacher prior to final presentation), throughout the semester and will be delivered at the end of the teaching, prior to the rest of the tests, in an internal document in Moovi the deadlines will be established). It will score 15%, if this is not delivered on the requested date or is not apt, you will not be able to access the rest of the tests (as it is a single test that requires that all parts are passed).

b.-Final exam in the official call, exam type of objective questions (same format and correction system as for the assistants). It will score 30% of the marks.

c.-Written test on the interview and delivery of autonomous practices on the same. It will score 15%.

d.-Practical laboratory test: written completion of cases and practical exercises (will be evaluated provided that the first part of the dossier and the multiple-choice test have been passed), the exercise is the same as for students of continuous assessment. It will score 40%.

WARNING: The continuous monitoring of classroom activities and the communication with students related to the course will be assessed in the same way as for continuous assessment students.

Sources of information

Basic Bibliography

Borrell i Carrió, F., **Entrevista clínica. Manual de estrategias prácticas**, semFYC, 2004

Cáceres, L.; Oblitas, B. y Parra, L., **La Entrevista en Trabajo Social**, Espacio Editorial, 2000

Guinot, C. (Coord.), **Métodos, técnicas y documentos utilizados en Trabajo Social**, Universidad de Deusto, 2008

Fernández Cano, Ana. M., **El Informe social : cuestiones a debate**, Colegio Oficial de Diplomados en Trabajo de Málaga, 2006

Tonon, G. (Comp.), **Las técnicas de actuación profesional del Trabajo Social**, Espacio Editorial, 2005

Complementary Bibliography

Aguiar Fernández, F.X y Méndez Fernández, A.B., **La desvirtuación de los instrumentos en trabajo social riesgos para la profesión y los derechos de ciudadanía**, Universidad de La Rioja, 2016

De Paula Faleiros, V., **Estrategias de Empowerment en Trabajo Social**, Buenos Aires, 2003

Fombuena Valero, J. (coord.), **El Trabajo social y sus instrumentos : elementos para una interpretación**, Valencia, 2012

Mustieles Muñoz, D., **La entrevista psicosocial. Proceso y procedimientos**, Madrid, 2007

Robles, C., **La Intervención Pericial en Trabajo Social**, Buenos Aires, 2004

Ruiz Rodríguez, P., **El trabajador social como perito judicial : el informe pericial socio-familiar**, Zaragoza, 2004

Tonon, G., **La supervisión en trabajo social : una cuestión profesional y académica**, Buenos Aires, 2004

VVAA, **Manual de técnicas utilizadas en Trabajo Social**, San Sebastián, 1987

VVAA, **Dos documentos básicos en trabajo social : estudio de la aplicación del informe y ficha social**, Buenos Aires, 2003

Recommendations

Subjects that continue the syllabus

Social work in social inclusion/O05G220V01908
 Social work and occupational fields/O05G220V01907
 Social work and mediation/O05G220V01906

Subjects that are recommended to be taken simultaneously

Management of social wellbeing organisations/O05G220V01605
 Community and group social work/O05G220V01604

Subjects that it is recommended to have taken before

Concepts, theories and methods in social work/O05G220V01302
 Social work social and communication skills/O05G220V01402
 Specialised social services 1/O05G220V01304
 Specialised social services 2/O05G220V01406
 Ethics and social work/O05G220V01502
 Planning process in social work/O05G220V01504
 Case work and family social work/O05G220V01505

Other comments

A MOOVI will upload a photo at the beginning of the course, as well as our personal details or contact telephone number.

IMPORTANT: it is a subject that requires previous knowledge of theoretical-methodological content subjects in Social Work, which are taken previously, it is advisable to have knowledge of them to ensure proper development and acquisition of the skills of this particular subject (take into account at the time of enrollment).

- 1.-To work and to study in a continuous way advances notably the overcoming of the subject, since it is a subject that requires to settle of continuous form the contents.
- 2.-To read the topics of the master session before the same, in order to improve the understanding of the general explanation of the teacher, as well as to bring elaborated the doubts to the classroom to be able to solve them according to the needs of the students.
- 3.-To bring the day the activities planned for each seminar.
- 4.-Plantexar all the doubts about any aspect of the subject to the teacher, both in the classroom (in relation to the contents and exercises) and in the office tutorías (for other aspects related to the subject or to sink in doubts that for question of time it is not possible to do it in the classroom). È important to go tutorizando the correction of the exercises throughout the course, to guarantee the overcoming of the dossier and practical examination.
- 5.-Students in attendance: it is important that they do the exercises and tests gradually throughout the semester in order to guarantee the result of the practical tests.

-This subject is part of a faculty committed to the sustainability of the environment and people. According to this philosophy, this subject will promote educational practices based on low environmental impact materials in coherence with the principles of sustainability (ODS).