



IDENTIFYING DATA

Organisation of social services

Subject	Organisation of social services			
Code	O05G220V01205			
Study programme	Grado en Trabajo Social			
Descriptors	ECTS Credits	Choose	Year	Quadmester
	6	Mandatory	1st	2nd
Teaching language	Galician			
Department				
Coordinator	Sánchez Roura, María Begoña			
Lecturers	Aguiar Fernández, Francisco Javier Salgado Rodríguez, Eva María Sánchez Roura, María Begoña			
E-mail	begona.sanchez.roura@uvigo.es			
Web				
General description	(*)O sistema público de servizos sociais destinado a garantir unhas prestacións básicas ante situacións de necesidade ten unha identidade, normativa, estrutura, competencias, financiación etc. propias, e xunto con outros sistemas de protección social constitúese nun dos piares fundamentais do estado de benestar, sendo este sistema público un dos ámbitos principais de intervención do traballo social.			

Training and Learning Results

Code	
A1	Students have shown to have and understand knowledge in an area of study based on general secondary education, and are at a level in which they can have recourse to advanced textbooks and also to have updated knowledge on the progress made in their field of study.
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
B4	Act preventively and in the resolution of situations of risk to citizens, for oneself and for colleagues by profession
B5	Manage and be responsible, with supervision and support, for the practice itself within the organization
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.
C3	To assess the needs and available options to implement an intervention strategy.
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.
C8	Promote growth, development and independence of persons by identifying opportunities to establish and create groups, using programming and group dynamics for individual growth and strengthening of interpersonal relationship skills; in particular, with multicultural diversity groups (immigration, return emigration, ethnic minorities...) and with women, taking into account their historic marginalisation in relation to sociocultural participation and in decision-making bodies (empowerment).

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.
C16	To identify, minimize and deal with the risk one and one's colleagues are running through the planning, reviewing and monitoring of actions conducive to reducing stressful and risky factors.
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.
C21	Participate in the management and operation of social welfare entities
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.
C25	To contribute to promote the best practices of Social Work through participation in the development and analysis of the policies being implemented.
D1	Capacity for analysis and synthesis
D2	Organization and planning skills.
D3	Capacity for reflection
D4	Oral and written communication in one's native language(s).
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
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			
(*)Coñecer e comprender a organización, estrutura xeral, mecanismos de actuación e as principais prestacións e programas que configuran o Sistema Público de Servizos Sociais	A1	B1	C1	
		B2	C2	
		B3	C3	
		B4	C5	
(*)Promover cambios favorables na vida dos individuos e familias a traveso da administración de recursos e servizos colaborando cos procedementos implicados na súa obtención, supervisando a súa eficacia e asegurando a súa calidade.	A2	B1	C1	D1
		B2	C2	D2
		B3	C3	D3
		B4	C5	D4
		B5	C8	D8
			C13	D12
			C14	D14
			C16	D15
			C20	D16
				D17
				D18
				D19
				D24

(*)Participar na xestión e dirección de entidades de benestar

A3 B3 C1 D1
A4 B5 C2 D2
C3 D3
C5 D4
C20 D8
C21 D9
C23 D10
C25 D11
D12
D14
D15
D16
D17
D18
D19
D24

(*)Analizar y sistematizar la información que proporciona el trabajo cotidiano; administrar y ser responsable de su propio trabajo.

A5 B2 C2 D1
B4 C3 D2
B5 C14 D3
C16 D8
C20 D9
D10
D14
D15
D16
D17
D18

(*)Coñecer as funcións profesionais do/a traballador/a social na xestión dos servizos sociais e a participación nos mesmos das organizacións públicas e privadas.

A4 B2 C1 D1
B3 C2 D2
B4 C3 D4
C5 D9
C8 D10
C13 D16
C16 D18
C20

Contents

Topic	
The public system of social services.	Conceptual frame: nature, objective and basic provision.
The territorial organisation and competencial of the public system of social services	State competitions, autonomic and local.
The net of attention of the social services	Public field. Personal field. Third sector.
Normative frame general of the social services	International context. European context. State rule. Autonomic rule. Local rule.
The system of social services in the autonomous community Galician	Organisation and structure.
The community social services basic and specific	Organisation, management and structure. Functions of the SW.

Planning

	Class hours	Hours outside the classroom	Total hours
Studies excursion	7	1	8
Presentation	2	6	8
Seminars	3	6	9
Mentored work	3	9	12
Introductory activities	1	1	2
Mentored work	6.5	6.5	13
Lecturing	22	44	66
Objective questions exam	2	30	32

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

Methodologies

	Description
Studies excursion	Visits to institutions providing social services

Presentation	Exhibition, by part of the students, in front of it teaching and/or a group of students, of one fear on contents of the subject or of the resulted of one work, exercise or project. Can be carried out individually or in group.
Seminars	Activities focused to the work envelope a specific subject, that allow *afondar or supplement the contents of the subject. They Will employ how supplement of the theoretical kinds.
Mentored work	IT/The student develops exercises or projects in the low classroom the guidelines and supervision of the @docente.
Introductory activities	Activities *encamiñadas to take contact, gather information envelope the students and to present the teaching methodology, the evaluation and the generic contents of the subject.
Mentored work	IT/The student develops exercises or projects in the low classroom the guidelines and supervision of the @docente.
Lecturing	Exhibition by part of the professor of the contained, theoretical bases and/or guidelines envelope to subject object of study.

Personalized assistance

Methodologies Description

Mentored work	In a small group, the students will elaborate a document-work on one of the aspects of the subject, preferably on the organization of a Social Services Department, among others, based on the subject taught and following the legislation in force. It will include foundation, search and collection of information, reading and handling of bibliography, *contextualization, writing, evaluation-conclusions. The use of language *inclusive and non-discriminatory in any of the areas of intervention will be especially valued. Advice from the teacher in the classroom and in group tutorials. Group work, work supervision and exhibition in the classroom.
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Assessment

Description		Qualification	Training and Learning Results		
Mentored work	This heading includes a variety of assignments that are part of the continuous evaluation system (reading and defense of professional articles, books from the basic bibliography, analysis of a social services organization, practical cases...). Each of the works requested and presented by the student individually and/or in group will be evaluated. It is necessary to have passed this part in order to average the grade obtained in the multiple-choice test. An individual dossier will be requested in which all the practices, exercises and works done will be included. It will be considered part of the evaluable follow-up of the practical part of the subject the realization of random tests (written answer to questions; small test...) tending to verify in the classroom the realization of the requested works and assignments. The grade of the practical part of the subject will only average with the grade of the theoretical part (exam) if it is equal or superior to 2.5.	30	B1	C1	D1
			B2	C2	D2
			B3	C3	D3
			B4	C13	D4
			B5		D8
					D9
					D10
					D11
					D12
					D14
					D15
					D16
					D17
					D18
					D19
					D24
Mentored work	Practices and classroom work	30	A3	B1	C1
			A4	B2	C2
			A5	B3	C3
			B4	C5	D4
			B5	C8	D8
				C13	D9
				C14	D10
				C16	D11
					D12
					D14
					D16
					D17
Objective questions exam	O/a alumno/alumna se examinará de la parte teórica de la materia desenvuelta en las sesiones magistrales y en los seminarios. La nota obtenida en el examen de la parte teórica será el 50% de la nota total y sólo hará promedio con la nota de la parte práctica si es igual o superior a 2,5. Para el alumnado asistente, el examen constará de 40 preguntas con cuatro alternativas de respuesta, de las cuales sólo una es verdadera. Cada tres respuestas incorrectas se invalidará una respuesta correcta. El corte del aprobado se sitúa en 20	40	A1	B1	C1
			A2	B2	C2
			B3	C3	
			B4	C5	
			B5	C8	
				C13	
				C14	
				C16	
				C20	

Other comments on the Evaluation

Description of the evaluationContinuous evaluation:

· The evaluation of them/you students enrolled/you in the matter will do attending to the criteria explained in the educational guide.

· The continuous evaluation involves a minimum assistance to 80% of the classroom. The planning of the process education-learning demands the presence of the *estudiantado* in the practical activities that will develop during the course, especially in those related with the acquisition of relative competitions when knowing do and when knowing be (procedimentales and actitudinales). Underline that it does not arrive with being in the class (physical or virtual) neither that what evaluates is the simple "assistance" to the physical classroom, but the evaluable are the results of the process education-learning reflected in the exercises and activities very @realizar and the active and pertinent participation in the face-to-face or virtual classes. Therefore it will demand him to the *estudiantado* his presence in the activities along the course(verifiable with listings of assistance) no puidendo be missing the more than the 20 percent of the total of face-to-face hours.

· The evaluation will be preferably continuous, the *estudiantado* that renounce to the continuous evaluation will be able to opt by the global evaluation. It will have to communicate it to the educational in the term established.

Global evaluation:· **Proof, practical, exercise, presentation, etc. (30%) Will consist in the preparation and delivery of a document-work on one of the appearances of the matter,preferably on the organisation of a Department of Social Services, among others, based in the matter given and following the valid legislation. It will include foundation, research and collected of information, reading and handle of bibliography, contextualización, editorial, assessment-conclusions. It will value especially the use of the language inclusivo and no discriminatory in any one of the fields of intervention.**

· **Proof of objective questions, etc. (40%)**

The theoretical part of the matter will consist in the same proof type test established for the students asistencial (40 questions with four alternatives of answer, of which only one is true, in which each three wrong answers will invalidate a correct).

· **Proof, practical, resolution, examination of questions of development, etc. (30%)**

will consist in answering to the conceptual contents, actitudinales and procedimentales developed along the course and that it can purchase through the bibliography and the preparation of the works tutelados that commission him to the students asistencial. In this sense, in the practical part will be able to include questions to develop and supposed related with the articles, supposed and #practical developed in the matter.

EXTRAORDINARY ANNOUNCEMENT (2ª opportunity)

The proofs (theoretical part the practical part) surpassed in the 1ª opportunity, will not be object of evaluation in the 2ª opportunity, considering approved in this academic courses. They will not save notes of a course to another.

The 1ª opportunity, in the case of not surpassing the matter, does not be recorded in the academic file. The qualification does effective in the extraordinary announcement.

MODALITY of GLOBAL EVALUATION and COURSE PUT YOU

The and the students that decide to opt by the global evaluation and Course Put you, will have to put in contact with the professor to notify this option to beginnings of course and always before the term established.

With the purpose to favour the conciliation of the labour life and the academic training, the contents, planning, methodological resources and system of evaluation will adapt for students no asistencial and of the course put you guaranteeing, anyway, the achievement of the competitions and results of learning established in this document. It will open a specific folder in the platform Moovi in which it will inform of the tasks and proofs of evaluation that will guide the development of this matter for students of the course put you or professional in exercise.

Other comments to take into account in the evaluation

They will not save notes of any part of the matter for the following academic course. It will demand that the *estudiantado* know to write properly and without orthographical faults (tildes graphic and included abbreviations), that know to read comprensivamente, analyse and sintetizar as well as resumir the read or listened in the classrooms. Also it expects that it know to express with correction and in accordance with the level that demands a university cycle using an ideal terminology the east register linguistic. All this will constitute part of the evaluation of the students and, anyway, will have to reflect us his exercises and in the examination. The plagiarism supposes immediately the suspense of the matter. The matter can be studied completely with the existent materials in Moovi and with the advice of the educational through his emails or of tutorías face-to-face or virtual, previous appointment.

The official dates of the examinations can consult in the web of the facultade<http://fcce.uvigo.es/gl/docencia/exámenes/>) in

the space 'Examinations 2023-24'

In coherence with the character inclusivo that characterises the Faculty of Education and social Work, this guide will be able to be adapted to attend to the specific needs of educational support that present the students ascribed to the program PIUNE (PAT).

This matter frames in a committed Faculty with the sustainability of the surroundings and of the people. Attending the this philosophy, this matter will promote educational practices in base to materials of low environmental impact in coherence with the principles of sustainability (ODS).

Sources of information

Basic Bibliography

Alemán Bracho, C., Fernández, T., **Introducción a los Servicios Sociales**, UNED, 2004

Santos Martí, J, **El cuarto pilar. Un nuevo relato para los servicios sociales.**, CGTS - Paraninfo, 2012

Vercouttes, J., **Servicios Sociales: organización y planificación**, Diego Marín, 2011

Complementary Bibliography

Recommendations

Subjects that continue the syllabus

Specialised social services 1/O05G220V01304

Specialised social services 2/O05G220V01406

Subjects that are recommended to be taken simultaneously

Epistemology of social work/O05G220V01204

Subjects that it is recommended to have taken before

Basics of social services/O05G220V01104

Introduction to social work/O05G220V01105

Other comments

-This subject is part of a Faculty committed to the sustainability of the environment and people. In accordance with this philosophy, this course will promote educational practices based on materials with low environmental impact consistent with the principles of sustainability (ODS).