Question 1: Write short notes on any two of the following:

- **(i) Networking with other Agencies**

    - **Definition:** Networking with other agencies in social work refers to the systematic process of establishing and maintaining professional relationships and collaborations with various organizations, institutions, and service providers. These agencies can include government bodies, non-governmental organizations (NGOs), community-based organizations (CBOs), healthcare facilities, educational institutions, legal services, and advocacy groups.

    - **Purpose and Benefits:**

        - **Enhanced Service Delivery:** It allows social workers to connect clients with a broader range of specialized services that their own agency might not provide, ensuring comprehensive and holistic support.

        - **Resource Maximization:** By collaborating, agencies can pool resources, share expertise, and avoid duplication of efforts, leading to more efficient use of limited funds and personnel.

        - **Improved Client Outcomes:** Clients benefit from coordinated care, streamlined referrals, and access to a wider network of support, which can significantly improve their overall well-being and problem resolution.

- **Advocacy and Policy Influence:** A strong network enables agencies to collectively advocate for policy changes, raise awareness about social issues, and influence decision-makers more effectively.

- **Professional Development:** Networking provides opportunities for social workers to learn from peers, share best practices, attend joint training sessions, and stay updated on new developments in the field.

- **Crisis Response:** In times of crisis or disaster, established networks facilitate rapid and coordinated response efforts, ensuring that affected communities receive timely assistance.

  o **Key Activities:** Involves attending inter-agency meetings, sharing information, developing referral protocols, engaging in joint projects, and participating in community coalitions.

- **(ii) Importance of Public Relations**

  o **Definition:** Public relations (PR) in the context of social work involves managing the communication between a social work agency or professional and its various publics (e.g., clients, donors, policymakers, media, the general community). The goal is to build and maintain a positive public image, foster understanding, and garner support for the agency's mission and services.

  o **Significance and Benefits:**

- **Building Trust and Credibility:** Effective PR helps establish the agency as a trustworthy and credible source of support and expertise, which is crucial for attracting clients and gaining community acceptance.

- **Raising Awareness:** It educates the public about the social issues the agency addresses, the services it provides, and the impact of its work, thereby increasing public understanding and empathy.

- **Attracting Funding and Resources:** A positive public image and clear communication about successful outcomes can attract potential donors, volunteers, and other resources vital for the agency's sustainability.

- **Advocacy and Policy Change:** PR campaigns can highlight systemic problems and advocate for policy reforms by influencing public opinion and engaging with decision-makers.

- **Client Outreach:** By effectively communicating its services, PR helps reach individuals and families who are in need but might not be aware of available support.

- **Crisis Management:** In times of negative publicity or crisis, a well-prepared PR strategy can help manage perceptions, disseminate accurate information, and mitigate damage to the agency's reputation.

- **Volunteer Recruitment:** A strong public image can inspire individuals to volunteer their time and skills, contributing to the agency's operational capacity.

  o **Key Activities:** Includes media relations (press releases, interviews), social media engagement, community events, annual reports, newsletters, and public speaking engagements.

Question 2: What are the important principles of Professional Ethics? Give illustration from fieldwork practice.

- **Important Principles of Professional Ethics in Social Work:**

  o **1. Service:**

    - **Principle:** Social workers' primary goal is to help people in need and to address social problems. They prioritize the well-being of clients and the broader community.

    - **Illustration from Fieldwork:** A social worker in a community health center identifies that many elderly clients are struggling to access nutritious meals due to mobility issues. Beyond individual case management, the social worker advocates for and helps establish a community-based meal delivery program, demonstrating a commitment to broader service and addressing a systemic need.

  o **2. Social Justice:**

- **Principle:** Social workers challenge social injustice. They pursue social change, particularly with and on behalf of vulnerable and oppressed individuals and groups of people.

- **Illustration from Fieldwork:** A social worker working with migrant laborers observes that they are being exploited with low wages and unsafe working conditions. The social worker not only provides individual counseling but also connects the laborers with legal aid organizations and helps them organize to collectively advocate for fair labor practices and better living conditions.

- **3. Dignity and Worth of the Person:**

  - **Principle:** Social workers respect the inherent dignity and worth of every person. They treat each client in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity.

  - **Illustration from Fieldwork:** Working with a client experiencing homelessness, the social worker ensures to use person-first language, actively listens to their story without judgment, involves them in all decision-making regarding their case, and respects their choices, even if they differ from the social worker's initial recommendations, always upholding their autonomy.

- **4. Importance of Human Relationships:**

- **Principle:** Social workers understand that relationships between people are an important vehicle for change. They engage people as partners in the helping process.

- **Illustration from Fieldwork:** In a family counseling session, a social worker focuses on rebuilding communication channels between estranged family members. Instead of dictating solutions, the social worker facilitates open dialogue, helps family members express their feelings, and guides them in identifying their own strategies for improving their relationships and resolving conflicts.

- **5. Integrity:**

  - **Principle:** Social workers behave in a trustworthy manner. They are honest, responsible, and promote ethical practices.

  - **Illustration from Fieldwork:** A social worker discovers a discrepancy in funding allocation within their agency that could negatively impact client services. Despite potential repercussions, the social worker ethically reports the issue to the appropriate internal channels, ensuring transparency and accountability in the agency's operations.

- **6. Competence:**

- **Principle:** Social workers practice within their areas of competence and develop and enhance their professional expertise. They continuously strive to increase their professional knowledge and skills.

- **Illustration from Fieldwork:** A social worker working with survivors of domestic violence realizes that many clients are also dealing with complex trauma that requires specialized intervention. The social worker actively seeks out training and supervision in trauma-informed care and EMDR therapy to better serve their clients, demonstrating a commitment to continuous professional development.

Question 3: What are the important characteristics of case records? Cite some examples from your 'fieldwork practice.

- **Important Characteristics of Case Records:**

  - **1. Accuracy and Factual Basis:**

    - **Characteristic:** Records must be precise, objective, and based on verifiable facts, observations, and direct quotes where appropriate, rather than assumptions or personal opinions.

    - **Example from Fieldwork:** Instead of writing "Client seemed sad," an accurate record would state: "Client reported feeling 'overwhelmed and tearful' during the session and maintained minimal eye contact." Or, "Client

stated, 'I haven't eaten in two days,' which was later corroborated by a family member."

- ○ **2. Clarity and Conciseness:**

  - ▪ **Characteristic:** Information should be presented clearly, using plain language, and be free from jargon. Records should be concise, focusing on relevant details without unnecessary verbosity.

  - ▪ **Example from Fieldwork:** Instead of a lengthy narrative about a client's childhood, a concise record might state: "Client reports a history of childhood neglect, impacting current trust issues. Refer to previous assessment for detailed history."

- ○ **3. Objectivity:**

  - ▪ **Characteristic:** Records should reflect what happened and what was observed, minimizing personal bias, interpretations, or emotional reactions of the social worker.

  - ▪ **Example from Fieldwork:** Instead of "Client was uncooperative," an objective record would state: "Client declined to participate in proposed activity for the third consecutive session, stating, 'I don't see the point.'"

- ○ **4. Timeliness:**

- **Characteristic:** Records should be updated promptly after each client contact, intervention, or significant event to ensure the information is current and reflects the most recent developments.

- **Example from Fieldwork:** Documenting a critical incident (e.g., a client expressing suicidal ideation) immediately after the session, including actions taken and safety plans established, rather than waiting until the end of the week.

- **5. Relevance:**

  - **Characteristic:** Only information pertinent to the client's situation, goals, interventions, and professional assessment should be included. Irrelevant personal details of the social worker or extraneous information should be omitted.

  - **Example from Fieldwork:** Focusing on the client's progress towards their employment goal and documenting job applications, interview preparations, and challenges faced, rather than including details about the social worker's weekend activities.

- **6. Confidentiality and Privacy:**

  - **Characteristic:** Records must protect client confidentiality, adhering to ethical guidelines and legal requirements regarding data protection and information

sharing. Access should be restricted to authorized personnel.

- **Example from Fieldwork:** Ensuring that client files are stored in locked cabinets or password-protected electronic systems, and discussing client cases only in secure, private settings with relevant team members. When sharing information with external agencies, obtaining proper informed consent from the client.

- **7. Continuity and Consistency:**

  - **Characteristic:** Records should provide a continuous narrative of the client's journey, allowing any authorized professional to understand the case history, interventions, and progress over time. Consistent terminology should be used.

  - **Example from Fieldwork:** A new social worker taking over a case can review the previous records and quickly understand the client's background, the goals established, the interventions attempted, and the outcomes achieved, without needing to re-gather basic information.

- **8. Client-Centered:**

  - **Characteristic:** Records should reflect the client's voice, strengths, goals, and active participation in the helping process.

- **Example from Fieldwork:** Including direct quotes from the client about their aspirations or challenges, and documenting goals that were mutually agreed upon with the client, rather than solely imposed by the social worker.

Question 4: Describe the skills and techniques required by a social worker for mobilizing community support.

- **Skills and Techniques Required by a Social Worker for Mobilizing Community Support:**

  - **1. Communication Skills:**

    - **Active Listening:** The ability to fully concentrate on, understand, respond to, and remember what is being said by community members, including non-verbal cues. This builds trust and ensures their concerns are heard.

    - **Clear and Concise Articulation:** Ability to explain complex issues, agency goals, and proposed actions in simple, understandable language, avoiding jargon.

    - **Persuasion and Negotiation:** Skillfully presenting arguments, addressing concerns, and finding common ground to encourage participation and resolve conflicts.

    - **Public Speaking:** Comfort and effectiveness in addressing groups, leading meetings, and presenting information to diverse audiences.

- **Facilitation:** Guiding group discussions, ensuring all voices are heard, managing group dynamics, and helping the group reach consensus or make decisions.

o **2. Relationship Building Skills:**

- **Empathy and Respect:** Demonstrating genuine understanding and appreciation for community members' experiences, values, and cultural norms.

- **Trust Building:** Being consistent, reliable, transparent, and honest in all interactions to foster confidence and rapport.

- **Networking:** Proactively identifying and connecting with key community leaders, influential individuals, existing groups, and other agencies to build a web of support.

- **Cultural Competence:** Understanding and respecting the cultural backgrounds, beliefs, and practices of diverse community groups to tailor approaches appropriately.

o **3. Assessment and Analytical Skills:**

- **Community Needs Assessment:** The ability to systematically gather and analyze information about a community's strengths, needs, assets, and challenges. This often involves using participatory tools (e.g., community mapping, focus groups).

- **Power Analysis:** Understanding the power dynamics within a community, identifying formal and informal leaders, gatekeepers, and potential resistance points.

- **Resource Mapping:** Identifying existing resources within the community (e.g., skilled individuals, local organizations, physical assets) that can be leveraged for support.

- **Problem Identification and Prioritization:** Helping the community collectively identify and prioritize the most pressing issues they wish to address.

- **4. Organizational and Planning Skills:**

  - **Strategic Planning:** Developing clear objectives, strategies, and action plans for mobilizing support, including timelines and resource allocation.

  - **Meeting Management:** Effectively planning, organizing, and conducting productive community meetings and workshops.

  - **Logistics Management:** Handling practical aspects like venue selection, materials preparation, and communication channels for community events.

  - **Documentation:** Maintaining accurate records of meetings, decisions, and progress.

- **5. Empowerment and Capacity Building Techniques:**

- **Strengths-Based Approach:** Focusing on the existing assets, skills, and resilience within the community rather than solely on deficits.

- **Skill Transfer:** Training and mentoring community members to take on leadership roles, manage projects, and sustain initiatives independently.

- **Conflict Resolution:** Mediating disputes and facilitating constructive dialogue when disagreements arise within the community.

- **Enabling Self-Determination:** Supporting the community in making their own decisions and taking ownership of their initiatives, rather than imposing external solutions.

- **6. Advocacy Skills:**

  - **Issue Framing:** Articulating community concerns in a way that resonates with broader audiences and policymakers.

  - **Lobbying:** Engaging with local authorities, government officials, and other stakeholders to advocate for community needs and policy changes.

  - **Media Engagement:** Utilizing local media (print, radio, social media) to raise awareness and garner public support for community initiatives.

- **7. Adaptability and Resilience:**

- **Flexibility:** Being able to adjust plans and strategies in response to changing community dynamics, unforeseen challenges, or new opportunities.

- **Patience and Persistence:** Community mobilization is often a long-term process that requires sustained effort and the ability to navigate setbacks.

- **Self-Care:** Recognizing and managing personal stress and burnout to maintain effectiveness in demanding community work.