

Social Work Program

**Field Education Suggestions for Remote & In-person Competency Development**

**Competency 1: Demonstrate Ethical and Professional Behavior**

• Appropriate and timely use of email, virtual supervision, and communication.

• Develop work plan, including due dates, for written products to be submitted to field instructor

 while working remotely.

• Select a standard in the NASW Code of Ethics. Reflect in writing on differences or points of tension

 between the Code and agency policy/procedure and/or services.

• Read literature on the Code of Ethics and write a summary about how it applies to social work

 practice.

• Review ethics-related case study identified by Field Instructor, Task Supervisor or field faculty, OR

 reflect on personal experience regarding ethical quandary in field and respond in writing to factors

 that must be considered.

• Review history of NASW Code of Ethics. Reflect on its evolution to address gaps. Identify specific

 areas where gaps remain.

* Review an ethical decision making model (sample: <https://www.naswma.org/page/100/Essential-Steps-for-Ethical-Problem-Solving.htm>) or <https://www.youtube.com/watch?v=JiaCpXs_HY4> and use this to analyze an ethical dilemma from your agency.
* Discuss application of the Code of Ethics to practicum experiences during instructional conferences.
* Follow agency dress code.
* Demonstrate professional use of self in client and agency interactions.
* Write client contact notes thoroughly, concisely, error-free, and timely.
* Come to instructional conferences with an agenda for discussion and questions.
* Manage facial expressions.
* Participate in staffings/staff meetings to discuss ethical issues in client service.
* Locate resources for clients and refer.
* Identify and discuss social justice issues faced by agency clientele.
* Advocate for clients, agency staff within and outside of agency.

**Competency 2: Engage Diversity and Difference in Practice**

• Utilize self-reflection to think about how personal identities and biases may show up in practice.

• Prepare a self-reflection where you identify and discuss your own sources of privilege and

 power. How may these sources influence the ways you engage with client systems?

* Apply a diversity and difference in practice lens to current projects through research and writing.

• Read and write a reflection on current literature related to diversity and difference.

• Write a reflection looking at how your own intersecting identities impact your work and

 relationships within the field agency and with client/community groups being served.

• Review the NASW Code of Ethics standards related to oppression, discrimination and

 marginalization. Suggest improvements.

• In writing, identify the unique cultural composition of the client population served by the agency.

 Identify ways in which the agency meets the needs of the client population and identify how this

 could be improved.

• Research, identify, and complete an online training focused on a population served by the agency.

 Identify how this information could be used to better advocate for the needs of this population in

 practice.

* Discuss how clients’ diversity and life experiences affect identified problems and use of services.
* Interview client systems to identify goals and create mutually agreeable service plans.
* Discuss and process personal values and reactions to client situations during instructional conferences.
* Process client meetings with practicum instructor and/or mentor immediately after interaction.
* Engage in critical self-reflection about life situations and experiences and relate to client interactions.

• Identify Ted Talks, YouTube videos and podcasts related to social work practice. Write about

 personal reactions and how your learning applies to diversity and difference in practice.

**Competency 3: Advance Human Rights and Social, Economic, and Environmental Justice**

• Complete writing assignment about strategies that promote social justice and human rights

 considering agency mission and practice.

• Create list of ways the agency could advocate for social, economic, environmental justice and

 human rights in the agency’s work.

• Review advocacy agency website that you would like to learn more about and write a summary of

 how their work could impact the work completed by your agency.

• Research a human rights issue of interest and write a summary of how human rights organizations

 are working to ameliorate the condition.

• Identify Ted Talks, YouTube videos and podcasts related to social work practice. Write about

 personal reactions and how your learning applies to advancing human rights.

* Locate resources for clients and refer.
* Identify and discuss social justice issues faced by agency clientele.
* Advocate for clients, agency staff within and outside of agency.

**Competency 4: Engage in Practice-Informed Research and Research-Informed Practice**

• Research and write evaluation of articles that inform agency’s practice.

* Continue research pertaining to current projects.

• Develop focus group questions or survey instruments related to a need in the agency.

• Develop research questions that emerge from work with the client system and agency setting.

 Discuss with Field Instructor and/or Field Faculty member and identify resources that inform (or

 answer) the research question.

* Research potential grant opportunities and/or prepare aspects of a grant application.
* Conduct a survey with agency clients, analyze data, and present results to identify gaps in service.
* Design pre/post test for client education and support group.
* Collect monthly caseload statistics and submit to administrative office.
* Read and discuss academic research related to client population or needs.
* Discuss (implement) case process for improved service delivery.
* Discuss Think and Link #2 Assignment.

**Competency 5: Engage in Policy Practice**

• Explore local, state, and federal policies that impact organization and/or the affected community,

 write summary.

• Write a policy brief related to your agency or its clients.

* Review agency policies with suggestions/recommendations where appropriate (such as agency safety policies, diversity and inclusion policies, policies related to the use of social media, utilization of technology, etc.)

• Write a letter to the editor about a policy issue impacting your agency or its clients.

• Complete an analysis of a political candidate’s plans for policy change.

• Read social work voting toolkit (<https://votingissocialwork.org>) and develop a plan for

 implementation within the agency.

* Analyze implications of recent legislation and mandates to clients and/or constituents of field agency.
* Read and discuss agency policy manual.
* Regularly read local/state/national news items from reliable sources.
* Discuss basis of internal and external policies that affect client services.
* Identify potential policy changes and discuss (implement) ideas for implementation.

**Competency 6: Engage with Individuals, Families, Groups, Organizations, and Communities**

* Utilize teleconferencing and virtual platform applications that meet agency requirements regarding HIPAA and/or confidentiality standards to meet with clients.
* Attend virtual meetings with supervisor, staff, and other service providers.

• Reflect in writing about how personal experiences, beliefs and identities impact your relationships in

 Field.

• Plan and participate in remote meeting, support group, or other intervention.

* Create, market and host online support groups.

• Review literature related to culture and cultural humility and write about how it impacts your work

 in the agency and how services are delivered.

* Utilize teleconferencing and virtual platform applications that meet agency requirements regarding HIPAA and/or confidentiality standards to meet with clients.
* Read an annual report from your organization and provide analysis on what partnerships would be most beneficial to your organization to meet the gaps of services that are not a part of your organization's mission, however may be a need of the population served. Begin by completing research of local resources and creating a resource guide for staff to use.
* Develop a survey or obtain survey data from your organization regarding barriers for the population served in order to seek out resources available.
* Review rules regarding non-profit advocacy to ensure that you are compliant when advocating on behalf of the organization.
* Prepare for initial meeting with clients with attention to client environment.
* Articulate developmental stages relevant to client system.
* Establish rapport with client system.
* Demonstrate use of empathy during client interaction.
* Review initial client interactions during processing meeting/instructional conference.
* Develop and implement a plan to check in with homebound clients and assist with socially distant services such as delivering them food from a food bank.
* Develop trainings that will benefit the agency (e.g, Student orientation and onboarding materials, social work ethics, treatment innovation, etc.).
* Identify and complete on-line training modules and provide the following:
	+ certification of completion
	+ a short written reflection
	+ a presentation to disseminate knowledge gained

**Competency 7: Assess Individuals, Families, Groups, Organizations, and Communities**

• Research assessment instruments used by agencies who offer similar services.

• Create an assessment instrument (survey, focus group questions, interview questions) to better

 understand community/client needs.

• Review case study for strengths, challenges and systemic factors impacting the clients and/or client

 group.

* Teleconference with various service providers participating in resource mapping, and develop a list of resources for clients with services offered, referral process, etc.
* Gather information from various sources as basis for assessment.
* Client intake meetings.
* Discuss application of theory to client(s) situation.
* Case plan meetings.
* Articulate client strengths and challenges.
* Incorporate client goals in service plan.
* Identify and select appropriate intervention strategies.

**Competency 8: Intervene with Individuals, Families, Groups, Organizations, and Communities**

• Review effectiveness of evidence-based practice models and discuss ways that model could be

 implemented in field placement agency.

• Review case study for strengths, challenges and systemic factors impacting the intervention and or

 implementation of the intervention.

* Develop trainings that will benefit the agency (e.g, Student orientation and onboarding materials, social work ethics, treatment innovation, etc.).
* Identify and complete on-line training modules and provide the following:
	+ certification of completion
	+ a short written reflection
	+ a presentation to disseminate knowledge gained
* Refer to and follow up on resources to meet client needs.
* Meet with client weekly to assess progress.
* Advocate for client to obtain public housing.
* Staff case with Community Resource Council.
* Accompany client to court hearings.
* Supervise parent/child visits.
* Model appropriate parenting behaviors.

**Competency 9: Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities**

• Assess agency process for seeking client feedback and make recommendations for improvement

• Review literature on termination of relationships within the workplace setting (with agency staff,

 community partners, clients, etc.).

• Think about and plan discussions for terminations with task groups, community members/clients,

 and agency staff considering current circumstances.

• In writing, identify the structures in place for evaluating the agency’s outcomes. Compare and

 contrast this evaluation mechanism with structures in place for similar agencies (in other counties,

 states, countries).

* Teleconference or connect virtually with various service providers, participate in resource mapping, and develop a list of resources or brochure for clients with services offered, referral process, etc.
* Measure change in client behavior (single subject design).
* Monitor and compare monthly MMSE.
* Analyze monthly statistics and compare service utilization.

**Confidentiality and the Use of Technology**

All students must comply with relevant laws, regulations, NASW ethical standards, and organizational policies to ensure the confidentiality of clients.

<https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English>

 While each agency should develop their own protocols around the use of technology and confidentiality, the following best practices should be followed by all students:

* Take reasonable steps to maintain appropriate boundaries when using personal phone numbers or other electronic communication. For example, consider temporarily hiding your caller ID when making outgoing calls to clients.
* Position web cameras so that others can only see your face. All visible confidential data should be removed from camera view.
* Conduct all sensitive conversations in a private space. Be mindful of the potential for family members or bystanders to overhear any portion of your discussions.