

# Examples of indicators/strategies to achieve the key learning areas – SOCIAL WORK

Social Work and Human Services Field Education Unit

## Learning Area 1: Values, Ethics and Professionalism

I aim to be accountable for my actions demonstrating that the values of social work are integral to my practice and that I uphold ethical and professional responsibilities.

### 1.1 Practise in accordance with the AASW Code of Ethics and manage ethical dilemmas and issues arising in practice

- Record dilemmas, decision-making strategies employed, journal records of critical reflection.
- Write example of triangle of different values at personal, professional (Code) and organizational levels and how this was resolved in placement setting.
- Use of process recording or critical reflection to unpack ethical decision making or ethical issues and discussion in supervision
- Demonstration in supervision or practice ability to apply relevant ethical theories and/or code of ethics
- Identify practices that are disempowering and critically reflect and discuss these in supervision
- Reflect and analysis own values and behaviours in relation to ethical practice.

### 1.2 Behave in a professional manner and be accountable for all actions and decisions

- Represent the social work profession with integrity and demonstrate language, conduct and behaviour consistent with social work values and in accordance with the role, responsibilities and expectations of the placement agency.
- Demonstrate ability to maintain appropriate professional/personal boundaries, which includes ability to critically reflect and discuss these with my field educators
- Maintain confidentiality and understand the legal limits to confidentiality within the context of my placement agency and more broadly
- Recognise when personal factors or issues impact on my professional practice including conflicts of interest and seek support in relation to this
- Justify all decisions, recommendations and actions
- Recognise the limits to my knowledge, skills and practice capability as they arise and seek support and information or refer to field educator or other workers in these situations
- Advise and facilitate service users' access to feedback/complaint processes/mechanisms
- Act in accordance with QUT Code of Conduct and that of organisation

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## 1.3 Keep and maintain information in accordance with ethical principles and relevant legislation

- Demonstrate knowledge and behaviour around confidentiality, informed consent and accountable information gathering and record keeping through case notes, discussions, reflections
- Demonstrate knowledge and understanding of relevant legislation and policies about the ethical storage of all records
- Inform people of social work records and the purpose for which a record is made and kept
- Inform people who will/may have access to their record and why
- Advise people of how to access their records
- Write information in an accurate, objective and professional manner, acknowledging the basis of any subjective opinions and providing rationale for any assessments or recommendations

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## Learning Area 2: Culturally and Inclusive Practice

I aim to demonstrate understanding and knowledge of cultural diversity in order to work in a culturally responsive and inclusive way.

### 2.1 Work respectfully and inclusively with cultural difference and diversity

- Critically reflect on own personal values, cultures and beliefs and understand how these impact on interactions with people, community members and colleagues, using critical reflection
- Demonstrate knowledge and openness to knowledge and understanding of diversity between and within different cultures including ethnicity, ability, economic status, age, sexuality, gender and transgender, faiths and beliefs through discussion, actions, feedback and reflections
- Engage with supervision or consultation as appropriate to critically reflect on and address synergies and tensions between my own values and that of others with whom you work
- Demonstrate understanding of the complexity of cultural identities and how this impacts on practice through discussions and critical reflection
- Demonstrate respectful language and behaviour when engaging with diverse communities, seek feedback and through reflection
- Identify how my practice enables me to work effectively and inclusively with people who have different and diverse cultural identities, values, affiliations, beliefs and customs
- Identify discriminatory and oppressive practice and policies with respect to culturally diverse people, and/or develop strategies to respond to these practices/policies where appropriate and where possible, including reflection and discussions with my field educator/s

### 2.2 Respect, strive to understand and promote the rights of Aboriginal and Torres Strait Islander peoples and their cultures

- Demonstrate knowledge and/or behaviours that acknowledge and promote the rights, strengths, capacities and contributions that Aboriginal and Torres Strait Islander peoples make to society, through practice, feedback and reflection
- Demonstrate knowledge of the diversity among, and differences between, Aboriginal and Torres Strait Islander cultures throughout Australia through practice, feedback and reflection
- Demonstrate knowledge and understanding of Aboriginal and Torres Strait Islander cultures, protocols and practices in a local context by seeking information, feedback and reflection
- Seek opportunities to engage in continuing professional development around my understanding to work safely and effectively with Aboriginal and Torres Strait Islander peoples
- Develop my understanding of culturally safe practice through reading, discussion and reflection

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## Learning Area 3: Develop and Apply Knowledge for Practice

I aim to demonstrate that I the required knowledge for effective and safe ethical practice.

### 3.1 Understands higher level systemic influences on people with respect to area of practice

- Demonstrate understanding of the influence of social work practice on the broader systemic level in relation to my practice context through reflection, discussion and action
- Critically analyse the structure of society with respect to power and disadvantage including the influence of gender, age, ability, sexuality, ethnicity and economic disadvantage and demonstrate this through my discussions and actions
- Demonstrate understanding and awareness of the relevant social, political, legal, cultural and organisational contexts, policies and systems and how they impact on people and communities through reflection, discussion and action
- Identify relevant discourses and policies that influence area of practice and discuss with supervisors
- Demonstrate understanding of relevant legislation governing practice and the legal frameworks which inform and mandate the practice context I am working in

### 3.2 Understand and articulate how and when social work and other relevant theories and concepts inform practice

- Demonstrate ability to articulate the relationship between theory and social work practice within the practice context through use of process recordings, critical reflections, journaling and /or discussion in supervision
- Develop and describe my emerging practice framework that articulates my core personal and professional values, key theories, sources of knowledge, skills and methods of practice I draw on
- Identify and articulate the different knowledge sources that inform my practice, including practice evidence, theoretical and empirical knowledge, practice wisdom, procedural and legal knowledge, personal knowledge, community knowledge and experiences
- Demonstrate understanding and ability to work within the principles, framework and relevant legislation of the placement context's area of practice (organisational context framework)

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## 3.3 Understand the roles of research and evaluation in obtaining and generating new knowledge for practice

- Proactively seek out and critically analyse evidence informed knowledge /research relevant to my placement context to better inform my practice and share with supervisors/other colleagues
- Identify limitations to research / evidence relevant to my placement context and discuss including potential solutions
- Demonstrate research skills for example undertaking relevant literature reviews; reviewing journal articles, data collection; analysis and dissemination; and evaluation as relevant to my practice context
- Identify appropriate ways to seek feedback from service users about their experience of the organisation's involvement and delivery of service

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## Learning Area 4: Application of Skills for Practice

I aim to demonstrate effective social work skills as required to implement knowledge into practice.

### 4.1 Conduct assessment and analysis of individual, group or community needs to inform the service being offered

- Observe supervisor/colleagues undertaking assessments
- Be observed in undertaking holistic assessments and write up assessment document, discussion with supervisors
- Undertaking or contributing to assessment of a community's/group's needs; assessment of gaps to policy/research
- Clearly articulate assessments (verbal or written), justifying reasoning and recommended strategies for action (this can also be done with assessments you have observed others undertake)
- Identify and articulate how relevant theories, research and knowledge inform and support my assessment
- Demonstrate knowledge of referral pathways within the agency – both internal and external

### 4.2 Uses a range of specific social work methods and techniques appropriate to area of practice

- Demonstrate skill and understanding in selecting appropriate method/s of practice relevant to practice context to address and meet the needs, goals and preferences of individuals, families, groups and communities, taking into account best available research evidence for the field of practice
- Identify agency framework and demonstrate ability to apply relevant theories and approaches in practice through practice, reflection and discussion
- Demonstrate support around people's decision-making regarding service/s they want to assist in meeting their needs, taking into account any limitations to their capability, their voluntary/involuntary status and the choices available
- Identify systemic and policy injustices and potential actions to address these injustices in relation to my practice context (i.e. social action, advocacy; research and evaluation)

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## 4.3 Apply critical and reflective thinking to practice

- Undertake regular critical reflections to unpack and develop knowledge and skills and discuss with supervisor on areas such as:
- principles of self-determination, empowerment, inclusion, equality, human rights and social justice
- the role of social work, paying particular attention to power imbalances, professional boundaries, use of authority and work with people who are using services involuntarily
- evaluation undertaken of practice at an individual, program, community, organisational or policy level within my practice context
- the broader organisational, societal and political context as it applies to my area of practice

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## Learning Area 5: Communication and Interpersonal Skills

I aim to demonstrate the skills required to communicate and work effectively with others.

### 5.1 Effectively communicate with a diverse range of people

- Observe and critically reflect on, interpersonal and communication skills of self, field educator/s, other team members and peers.
- Demonstrate appropriate verbal and non-verbal communication with individuals, community members, colleagues and relevant others, evidenced through feedback and reflection
- Adapt communication forms and styles to effectively and respectfully communicate with a diverse range of people, reflect and seek feedback on effectiveness evidenced through feedback and reflection
- Develop appropriate knowledge in non-violent conflict management, mediation and negotiation skills when appropriate to achieve the best outcomes
- Engage and include people in decision making processes that affect them as far as possible, including those using services involuntarily
- Develop knowledge of scope of agency practice and ability to effectively inform people of policies and procedures of the service being offered

### 5.2 Build effective relationships and work collaboratively with others

- Contribute discipline specific social work values, principles and practice to activities, particularly in multidisciplinary environments, seek feedback on progress and reflect on this
- Purposefully relate to all colleagues with respect, integrity and courtesy
- Develop skills to work effectively with other agencies, teams and across jurisdictions at a practice/service level in relation to my practice context
- Provide timely contributions to any team work projects/work

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## 5.3 Use information technology to communicate and provide services as appropriate

- Seek information about organisational policies on communication with service users and colleagues and other organisations and demonstrate skill in appropriately and ethically doing this
- Develop understanding of appropriate communication methods using information technology, for example when texts or emails are used
- Identify ethical considerations and apply these when using online communication and social media for service provision including confidentiality, privacy and professional boundaries and address these appropriately

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## Learning Area 6: Self-Learning and Supervision

I aim to demonstrate commitment to ongoing learning through continuing professional development and supervision.

### 6.1 Actively participate in professional supervision

- Articulate the role, purpose and function of supervision and the importance of seeking supervision
- Actively engage in and take responsibility for formal and informal professional supervision including preparing agendas and following through on actions recommended
- Actively seek feedback, mentoring, support and constructive criticism to continuously improve my practice
- Demonstrate a critical level of self-awareness including how personal feelings, values and experiences can affect my practice
- Demonstrate a willingness and capacity to work with increasing autonomy and professional responsibility
- Demonstrate the ability to engage in critical reflective practice in supervision and in practice

### 6.2 Engage in continuing self-learning and professional development

- Critically review and reflect on personal development and professional learning
- Proactively seek out opportunities for further development and training to address gaps in professional awareness, use of self, knowledge and skills, while on placement including through supervision
- Demonstrate a willingness and capacity to share and/or present research, resources and information to contribute to the knowledge base of colleagues, including student peers?
- Build my own professional and cultural knowledge through engaging with relevant community members and professionals

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