

**T.C.  
MİLLİ EĞİTİM BAKANLIĞI**

**AİLE VE TÜKETİCİ HİZMETLERİ**

**MESLEKİ YABANCI DİL -2(İNGİLİZCE)  
SOSYAL DESTEK HİZMETLERİ**

Ankara, 2015

- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- **PARA İLE SATILMAZ.**

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# AÇIKLAMALAR

<b>ALAN</b>	<b>Aile ve Tüketici Hizmetleri</b>
<b>DAL/MESLEK</b>	<b>Tüm Dallar</b>
<b>MODÜLÜN ADI</b>	<b>Mesleki Yabancı Dil-2 (İngilizce-Sosyal Destek Hizmetleri)</b>
<b>MODÜLÜN TANIMI</b>	Yabancı dilde sosyal destek hizmetler ile ilgili temel mesleki konuları dinleme, konuşma, okuma ve yazma yeterliklerin verildiği derstir.
<b>SÜRE</b>	40/32
<b>ÖN KOŞUL</b>	Ön koşul yoktur.
<b>YETERLİK</b>	Yabancı dilde sosyal destek hizmetleri ile ilgili konularda iletişim kurmak.
<b>MODÜLÜN AMACI</b>	<b>GENEL AMAÇ:</b> Uygun ortam ve koşullar sağlandığında, yabancı dilde sosyal destek hizmetler ile ilgili temel mesleki konuları dinleme, konuşma, okuma ve yazma yapabileceksiniz. . <b>AMAÇLAR:</b> <ol style="list-style-type: none"><li>1. Sosyal Destek Hizmetleri Elemanının özellikleri ile ilgili konularda dinleme, konuşma, okuma, yazma yapabileceksiniz.</li><li>2. Sosyal Destek Hizmetleri Elemanının eğitim ve iş imkanları ile ilgili konularda dinleme, konuşma, okuma, yazma yapabileceksiniz.</li></ol>
<b>EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI</b>	<b>Ortam:</b> Sınıf <b>Donanım:</b> Tv, video, videokasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler
<b>ÖLÇME VE DEĞERLENDİRME</b>	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

# **PREFACE**

Foreign language is known to be important in every field of sector in the present day. In the field of social life, it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point, the success of our country in Europe and even in the world depends on your qualified vocational training.

# LEARNING ACTIVITY 1

## AIM

If suitable conditions are provided, you are going to be able to talk and give information about the characteristics of a social service worker.

## SEARCH

- You can visit child, youth, family, elderly and disability services departments in your city.
- You can also look for information about social services through internet.

## 1. CHARACTERISTICS OF A SOCIAL WORKER



Picture 1. 1: Social Worker

### 1.1. Definition and Importance

Social workers assist people in managing their daily lives, coping with issues, navigating relationships, and solving personal and family problems. There are many different kinds of social work careers. Social workers may develop, implement, and assess programs to address social issues such as domestic violence, poverty, child abuse, and homelessness. There are two main types of social workers. One is the direct-service social workers, who help people to solve and cope with problems in their daily lives. The other type is clinical social workers, who diagnose behavioural, and emotional issues. Social workers are the people who care about people, who want to make things better, who want to relieve suffering, who want their work to make a difference. Social workers serve individuals, families, and communities. They are managers, supervisors, and administrators. They serve at all levels of government. They are educators. They are therapists and researchers.

## 1.2 Scope

Social Services and Child Protection Agency has been organized in all provinces in Turkey. The Agency has 18 residential care institutions for people with physical and mental disabilities. The Agency provides day care rehabilitation services in 50 centers, most of which are run by a partnership of disability organizations. The social security agencies have subsidized the services of for-profit and non-profit day care rehabilitation centers since 1997. The majority of these centers have provided services to people with developmental disabilities. These centers can be seen as a first step to improve community-based social services. There is a need for long-term and short-term residential care, especially for adults with developmental disabilities. As there is no subsidy, only one or two non-profit centers provide residential care services.



Picture 1. 2: Social workers

### Duties

Social workers promote social change, problem solving in human relationships and empowerment of people to enhance well-being. Specific duties and client populations vary from setting to setting. Social workers may work in:

- family counselling agencies providing assessment, counselling, treatment and referral services to individuals and their families in areas such as parenting and marriage counselling
- health care teams in hospitals, mental health and addiction clinics or home care agencies
- community health teams working with patients and family members to overcome emotional, behavioural, social and financial difficulties
- correctional services working with youth and adult offenders
- the education system providing counselling and consultation services for students, parents and teachers
- government social service departments delivering social policy and advocacy programs such as income support programs, child protection programs, childcare programs or foster care and adoption programs
- community agencies developing prevention and intervention programs to meet community needs (for example, addressing problems such as homelessness, family violence, addictions, racism)

- residential settings providing counselling, role modeling, crisis intervention, assessment, advocacy and referral services for children, adolescents, people with disabilities, mental health challenges or addictions or the elderly
- employment assistance programs and private agencies providing employment related assessment, counselling, treatment and referral services
- program development, organizational development and evaluation
- social research, planning and advocacy organizations
- community and economic development with disadvantaged groups
- international social work in developing countries
- services related to policy development, program planning, evaluation and research
- administration and management of social service agencies and programs.

### 1.3. Working Areas

Some social workers work in hospital settings, helping patients and families. Others work with families who are experiencing domestic conflicts. Some of the others work in private practice. And some of them conduct researches, work as administrators of social service programs, or are involved in social policy advocacy.



**Picture 1. 3: Working areas**

Child, family, and school social workers provide social services and assistance to improve the social and psychological functioning of children and their families. These workers may specialize in working with a particular problem, population or setting, such as child protection services, adoption, homelessness, domestic violence, or foster care.



**Picture 1. 4: Working areas**

In schools, social workers often serve as the link between students' families and the school, working with parents, guardians, teachers, and other school officials to ensure that students reach their academic and personal potential. They also assist students in dealing with stress or emotional problems. Many school social workers work directly with children with disabilities and their families.

Medical and public health social workers provide psychosocial support to individuals, families, or vulnerable populations so that they can cope with chronic, acute, or terminal illnesses, such as Alzheimer's disease, cancer, or AIDS. They also advise family caregivers, counsel patients, and help planning for patients' needs after discharge from hospitals. They may arrange for at-home services, such as meals-on-wheels or home care. Medical and public health social workers may work for hospitals, nursing and personal care facilities, individual and family services agencies, or local governments.



**Picture 1. 5: Working areas**

Some specialize in services for senior citizens and their families.

Mental health and substance abuse social workers assess and treat individuals with mental illness or substance abuse problems. Such services include individual and group therapy, outreach, crisis intervention, social rehabilitation, and teaching skills needed for everyday living. They also may help planning for supportive services to ease clients' return

to the community when leaving in-patient facilities. They may provide services to assist family members of those who suffer from addiction or other mental health issues.

Other social workers work in private practice, where they are employed directly by the client. These social workers may be known as clinical social workers, occupational social workers, or substance abuse social workers.

Other types of social workers include social work administrators, researchers, planners and policymakers, who develop and implement programs to address issues such as child abuse, homelessness, substance abuse, poverty, and violence. These workers research and analyze policies, programs, and regulations. They identify social problems and suggest legislative and other solutions. They may help to raise funds or write grants to support these programs.

## 1.4 Personal Characteristics



**Picture 1.6: Personal characteristics**

In doing their day-to-day work, a social worker is expected to be knowledgeable and skillful in a variety of roles. The role that is selected and used should ideally be the role that is most effective with a particular client, in the particular circumstances.

- **Broker:** The social worker is involved in the process of making referrals to link a family or person to needed resources. Social work professionals do not simply provide information.
- **Advocator :**In this role, social workers fight for the rights of the others and work to obtain needed resources by convincing others of the legitimate needs and rights of members of the society.

- **Case Manager:** Case managers are involved in locating services and assisting their clients to access those services.
- **Educator :** Social workers are often involved in teaching people about resources and how to develop particular skills
- **Facilitator:** In this role, social workers are involved in gathering groups of people together for a variety of purposes, including community development, self advocacy, political organization, and policy change.
- **Organizer:** Social workers are involved in many levels of community organization and action, including economic development, union organization, and research and policy specialists.
- **Manager:** Social workers, because of their expertise in a wide variety of applications, are well suited to work as managers and supervisors in almost any setting.

Social work is a demanding profession requiring:

- maturity and emotional stability
- empathy
- ability to be non-judgmental
- high energy
- patience
- sensitivity to understanding of beliefs and values
- critical thinking skills and good judgment
- integrity
- resourcefulness
- belief in social justice.

Social workers should enjoy working with and counselling people, finding innovative solutions to problems and taking responsibility for their work.



**Picture 1.7: Social workers**

Some useful tips to become a social worker;

- 
- Training and knowledge is just the beginning.
  - A caseworker / social worker needs to be able to put aside their personal prejudices to deal with others in a logical, clinical and helpful manner. A social worker must remain neutral and collect facts.
  - Education is not just in books or internally. An undergraduate or mentoring period with lots of opportunity to learn crisis management is essential for social worker development.
  - No other job is harder than a casework or social work witnessing the result of a family breakdown, an abandoned child, a molested child, a physically assaulted child or injured baby.
  - The social worker / caseworker needs to learn how to relax. Stress is one major cause of heart attacks.
  - Settle for making less and giving more. Caseworker and social worker's pay scale is on the bottom.
  - To become a successful caseworker/ social worker, you need to have emotional maturity as well as experience.

Professional social workers assist individuals, groups, or communities to restore or enhance their capacity for social functioning, while creating societal conditions favorable to their goals. The practice of social work requires knowledge of human development and behavior, of social, economic and cultural institutions, and of the interaction of all these factors.

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## APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information and words to define social services in foreign language.	➤ First, read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Prepare a presentation about social services in your country	➤ Arrange the parts of your presentation following the information given here: Be careful with the words and spelling.
➤ Perform your presentation in the classroom	➤ Perform your presentation in the classroom and try to answer the questions asked by your peers.

At the end of this activity, you will be able to give information about social services in your country.

## CHECKLIST

If you have the behaviors listed below, put (X) in “Yes” box, if you do not have the behaviours below, put (X) in “No” box.

EVALUATION CRITERIA	YES	NO
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Can you define the social service?		
4. Can you group types of social services implemented in the society?		
5. Can you introduce institutions giving social services in your country?		
6. Can you explain characteristics of a social worker in English?		
7. Do you know the meaning of the words that you write about?		
8. Do you pronounce the words correctly?		

## EVALUATION

Please, review your "No" answers in the form at the end of the evaluation. If you do not feel confident, study for the topics which you feel weak about, and do this activity again. If you say "Yes" to all questions, move onto the "Testing and Evaluation".

## TESTING AND EVALUATION

1. Because most social work activities are carried out with one or two clients or, at most, a small group, public speaking skills are unimportant for social workers.  
True ( )  
False ( )
2. Social workers should avoid close personal, especially sexual contact with their clients.  
True ( )  
False ( )
3. Being non-judgmental is a key social work value.  
True ( )  
False ( )
4. Because most social work activities are carried out with one or two clients or, at most, a small group, public speaking skills are unimportant for social workers.  
True ( )  
False ( )
5. Being especially concerned about children and older adults is very useful.  
True ( )  
False ( )
6. Some of social work's most important services to children are provided through schools, many of which employ social workers.  
True ( )  
False ( )

### DEĞERLENDİRME

Cevaplarınızı cevap anahtarı ile karşılaştırınız. Doğru cevaplarınızı belirleyerek kendinizi değerlendirebilirsiniz.

Verdiğiniz cevaplar arasında yanlışlar varsa; eksikliklerinizi modüldeki konuyu tekrar gözden geçirebilir, başka kaynaklardan araştırabilir, sınıf ortamında arkadaşlarınız veya öğretmeninizle ilgili konuyu tartışabilirsiniz.

## LEARNING ACTIVITY-2

### AIM

If suitable conditions are provided, you are going to be able to explain working conditions of social workers and learn about job opportunities.

### SEARCH

- You can follow job opportunities in the newspapers and try to prepare a job application form.
- You can find information about educational requirements and prepare documents for successful professionals.

## 2. QUALIFICATIONS AND CAREER OPPORTUNITIES FOR SOCIAL SERVICE STAFF



Picture 2. 1: social work

### 2.1. Working Environment

Social workers work in a variety of settings, including mental health clinics, schools, hospitals, and private practices. They generally work full time and may need to work in the evenings and at the weekends.

They work in the following settings:

- Hospitals and clinics

- Nursing homes
- Community mental health clinics
- Private practices
- State and local governments
- Schools
- Colleges and universities
- Substance abuse clinics
- Military bases and hospitals

### **Working Conditions**

Working conditions vary widely. Social workers often divide their time between face to face contact with clients and completing assessments, case studies, plans and reports. Direct practice may include interviewing with the clients in their houses, family counselling sessions, group work, attending meetings and co-ordinating services with other helping professionals and community agencies.

Positions involved in community work, health care, advocacy, crisis intervention and investigation, and counselling sessions, seminars and workshops may require evening or weekend work.



**Picture 2. 2: Job opportunities**

## **2.2. Job opportunities**

Social Workers work for a range of organisations - primarily in local authorities, independent organisations and charities and they are employed by:

- government departments
- school boards
- human and health service agencies
- hospitals and long term care organizations
- mental health clinics
- family and social service agencies

- employee assistance programs
- cross cultural agencies
- not-for-profit community agencies.



**Picture 2. 3: Job opportunities**

Social workers may advance to supervisory or administrative positions based on their level of education and work experience. Or, social workers may go into private practice in their areas of specialization. Those who have graduate degrees may move into post-secondary teaching and research positions.



**Picture 2. 4: Social work**

## **2.3. Education and Career**

A bachelor's degree is required for most direct-service social work positions, but some positions and settings require a master's degree. Clinical social workers must have a master's degree. They must be licensed.

The social work profession has its own body of knowledge, code of ethics, practice standards, credentials, state licensing, and a nationwide system of accredited education programs.



### **2.5: Therapeutic conversation**

To be a social worker, one must have a degree in social work from a college or university program accredited by the Council on Social Work Education. The undergraduate degree is the Bachelor of Social Work (BSW). Graduate degrees include the Master of Social Work (MSW) and the Doctorate in Social Work (DSW) or PhD. Degree programs involve classroom study as well as practical field experience. The bachelor's degree prepares graduates for generalist entry-level work, whereas the master's degree is for more advanced clinical practice. A DSW or PhD is useful for doing research or teaching at the university level.

### **Education and training**

There are various routes to becoming a social worker, but you will need to gain a professional qualification in social work (usually at degree level) either on a full-time or part-time basis. This is offered at undergraduate and postgraduate masters level.

It is also possible to take a degree course combining social work with mental health or learning disability nursing.

## APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
<ul style="list-style-type: none"> <li>➤ Collect all the necessary information and words to introduce a successful professional in your province engaging in social services</li> </ul>	<ul style="list-style-type: none"> <li>➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly</li> </ul>
<ul style="list-style-type: none"> <li>➤ Prepare a presentation about such professional</li> </ul>	<ul style="list-style-type: none"> <li>➤ Arrange the parts of your presentation following the information given here: Be careful with the words and spelling.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Perform your presentation in the classroom</li> </ul>	<ul style="list-style-type: none"> <li>➤ Perform your presentation in the classroom and try to answer the questions asked by your peers.</li> </ul>

At the end of this activity, you will be able to give information about the working conditions of social workers, educational requirements and job opportunities.

## CHECKLIST

If you have the behaviors listed below, put (X) in “Yes” box, if you do not have the behaviours below, put (X) in “No” box.

EVALUATION CRITERIA	YES	NO
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Can you give information about working conditions of social workers?		
4. Can you follow job advertisement in newspapers?		
5. Can you prepare a job application form for a social worker?		
6. Can you prepare documents regarding successful professional in social service area?		
7. Do you know meaning of the words that you write about?		
8. Do you pronounce the words correctly?		

## EVALUATION

Please, review your "No" answers in the form at the end of the evaluation. If you do not feel confident, study for the topics which you feel weak about, and do this activity again. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

## TESTING AND EVALUATION

1. A less expensive and often adequate alternative to nursing homes for older people who need care is an adult residential care facility.  
True ( )  
False ( )
2. Older adults can take care of themselves, which is why there is no protective services program for older people, comparable to those provided for children.  
True ( )  
False ( )
3. Social work is a good choice of professions for people who do not feel comfortable with mathematics.  
True ( )  
False ( )
4. Sociology and social work are essentially the same.  
True ( )  
False ( )
5. One of the main reasons social work students study research is to help them to evaluate their own practice.  
True ( )  
False ( )
6. People who pursue social work careers should plan on being happy but poor all their lives.  
True ( )  
False ( )
7. Not all counselors are social workers, but many social workers are counselors.  
True ( )  
False ( )
8. Most social work jobs in mental health services are located in hospitals.  
True ( )  
False ( )
9. For many social workers, the most important responsibility is helping people to help themselves.  
True ( )  
False ( )

10. Some social workers are engaged in private or independent practice.  
True ( )  
False ( )
11. Professional ethics are a major feature of all professions.  
True ( )  
False ( )
12. Although social workers clearly are unable to provide medical or nursing care to people who are ill, they are often involved in dealing with the social problems arising from illness and disease.  
True ( )  
False ( )
13. Social workers only serve people with personal or social problems.  
True ( )  
False ( )
14. Social workers and psychologists sometimes perform very similar kinds of work.  
True ( )  
False ( )

## DEĞERLENDİRME

Cevaplarınızı cevap anahtarı ile karşılaştırınız. Doğru cevaplarınızı belirleyerek kendinizi değerlendirebilirsiniz.

Verdiğiniz cevaplar arasında yanlışlar varsa; eksikliklerinizi modüldeki konuyu tekrar gözden geçirebilir, başka kaynaklardan araştırabilir, sınıf ortamında arkadaşlarınız veya öğretmeninizle ilgili konuyu tartışabilirsiniz.

# ANSWER KEYS

## Learning Activity-1 MEASURING AND EVALUATION

1	False
2	True
3.	True
4.	False
5.	True
6.	True

## Learning Activity-2 MEASURING AND EVALUATION

1	True
2	False
3.	False
4.	False
5.	True
6.	True
7.	True
8.	False
9.	True
10.	True
11.	True
12.	True
13.	False
14.	True

# RESOURCES

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