

General information	
Academic subject	ORGANIZATION AND MODELS OF SOCIAL SERVICES
Degree course	INTERCLASSE L-39/L-40 SCIENZE DEL SERVIZIO SOCIALE E SOCIOLOGIA - PERCORSO SCIENZE DEL SERVIZIO SOCIALE
Academic Year	3
European Credit Transfer and Accumulation System (ECTS)	9
Language	ITALIAN
Academic calendar (starting and ending date)	I SEMESTER
Attendance	Attendance, although not mandatory, is highly recommended

Professor/ Lecturer	
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Telephone	
Department and address	Università degli Studi Aldo Moro - Dipartimento di Scienze Politiche
Virtual headquarters	
Tutoring (time and day)	Availability to receive in presence and remotely (preferably by appointment)

Syllabus	
Learning Objectives	<ul style="list-style-type: none"> • deepen knowledge of the organizational problems of Social Services and formulate proposals to improve the organization of work and services; • achieve the ability to promote practices aimed at identifying problems, promoting resources and paths oriented towards the organization of services; • develop skills in the management of the organization of Social Services, according to methodological adequacy; • deepen the meaning of some specific tools and interventions of the Social Service with particular reference to the organizational and methodological function; • to acquire knowledge and tools on the methodological and technical aspects of the Social Service with particular reference to the organizational and methodological function of professional intervention; • deepen the knowledge and understanding of the organizational function, to ensure interventions that respect the whole person and the multidimensionality of social problems; • promote knowledge and acquisition of professional language; • favor the ability to read the multidimensionality of social work and the specificity of the Social Service;

	<ul style="list-style-type: none"> • to acquire reflective, analytical and self-assessment skills through the acquisition of skills, through teaching that integrates theoretical content with the constant reference to the professional activity of the Social Worker.
Course prerequisites	<p>As indicated in the Student Guide of the Department of Political Sciences a.y. 2022/2023, you can take the exam only if the following courses have been taken and recorded:</p> <ul style="list-style-type: none"> ✓ Sociologia Generale ✓ Principi e metodi del Servizio Sociale ✓ Metodi e Tecniche del Servizio Sociale di Comunità
Contents	<p>Concepts and theoretical frameworks useful for interpreting the organizational dimension in professional Social Service activities will be explored. We will focus on: purpose, efficiency, effectiveness, operating systems, organizational structure, symbolic meanings, technologies of the organization of Social Services; institutional set-up of social welfare services, epistemological concepts of the organization.</p>
Books and bibliography	<ul style="list-style-type: none"> ✓ Gosetti G., La Rosa M., <i>Sociologia dei Servizi, Elementi di organizzazione e programmazione</i>, Franco Angeli, 2022 (ristampa). ✓ Bertotti T., Fazzi L., Rosignoli A., <i>Il Servizio Sociale: le competenze chiave</i>, Carocci Faber, 2021. ✓ Balducci Massimo - Tre Re Lucetta, <i>L'organizzazione dei Servizi Sociali</i>, Franco Angeli, 2020. ✓ Campanini Annamaria (a cura di), <i>Nuovo dizionario di servizio sociale</i>, Carocci Faber, 2013, limited to the following items: Accesso, Case management, Integrazione socio sanitaria, Intervento di rete, Livelli essenziali, Modelli di servizio sociale, Modello di intervento sulla crisi, Modello problem solving, Modello sistemico relazionale, Modello unitario centrato sul compito, Servizio sociale e organizzazione, Terzo settore.
Additional materials	

Work schedule			
Total	Lectures	Hands on (Laboratory, working groups, seminars, field trips)	Out-of-class study hours/ Self-study hours
Hours			
225	72		153
ECTS			
9			
Teaching strategy	The teaching will be delivered mainly in a frontal way with ample opportunity for teacher / student interaction, as a function of critical		

	analysis, debate and request for clarification, using PPT and practical exercises. Formal cooperative learning will be used as a teaching methodology to promote collaboration and maximize teamwork.
Expected learning outcomes	
Knowledge and understanding on:	The student will have to acquire knowledge on the organization of professional Social Service work in the various institutional contexts.
Applying knowledge and understanding on:	The student will have the opportunity to understand and deepen the specificity and differences between public and private entities, in compliance with the various types of services and interventions.
Soft skills	The student will have to develop skills of connection between rights, needs and resources, of critical reading of the organizational network of services and of orientation in the social complexity and in the change of operating models.

Assessment and feedback	
Methods of assessment	Oral examination The teacher reserves the right to carry out, during the course, for attending students, individual and group exercises to be considered as exemptions for some parts of the exam program.
Evaluation criteria	At the end of the course, in addition to those already mentioned above, based on the Dublin descriptors, students must have achieved the following skills: <ul style="list-style-type: none"> ✓ Autonomy of judgment The student must be able to identify the most appropriate management needs for the purpose of organizing each service or social intervention. ✓ Communication skills He will have to acquire mastery of professional language for future dialogue with other aid professionals. ✓ Ability to learn The student will have to acquire the appropriate knowledge of the systems of organization of social, socio-welfare and social-health services and interventions.
Criteria for assessment and attribution of the final mark	During the exam, the teacher's attention will be paid to: knowledge of the contents of the exam program, as complete and in-depth as possible; ability to apply contents, analytical skills, synthesis and interdisciplinary connections; mastery in exposure.
Additional information	



UNIVERSITÀ
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