

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Національний авіаційний університет

О.В. Ковтун, А.А. Заслужена, Н.І. Хайдарі

PROFESSIONAL ENGLISH
INTERACTION IN SOCIAL WORK

Практикум
для здобувачів ОС «Бакалавр»
спеціальності 231 «Соціальна робота»

Київ 2019

УДК 811.111''276.6:364(076.5)

К 568

Укладачі: О. В. Ковтун – д-р пед. наук, проф.;
А. А. Заслужена – канд. пед. наук;
Н. І. Хайдарі – канд. пед. наук

Рецензент: Н. В. Пазюра – д-р пед. наук, проф.

*Затверджено методично-редакційною радою Національного
авіаційного університету (протокол № 3/19 від 11.04. 2019 р.)*

Professional English. Interaction in social work: Практикум /
О. В. Ковтун, А. А. Заслужена, Н.І. Хайдарі. – К. : НАУ, 2019. –
128 с.

Навчальне видання призначене для аудиторної та самостійної роботи студентів з дисципліни «Іноземна мова (за професійним спрямуванням)». Практикум містить оригінальні англомовні тексти з теорії та практики соціальної роботи, активний вокабуляр до кожної теми та завдання для оволодіння термінологічною лексикою за фахом, удосконалення вмінь читання професійно зорієнтованих текстів, усного та писемного професійного мовлення.

Для здобувачів ОС «Бакалавр» спеціальності 231 «Соціальна робота».

ПЕРЕДМОВА

Навчальне видання призначене для здобувачів ОС «Бакалавр» спеціальності 231 «Соціальна робота». Практикум укладений відповідно до програми навчальної дисципліни «Іноземна мова (за професійним спрямуванням)» і призначений для самостійної роботи студентів та для роботи на практичних заняттях з цієї дисципліни. Практикум структуровано за двома розділами, в межах кожного розділу виокремлено підрозділи, присвячені різноманітним аспектам теорії та практики соціальної роботи.

Мета практикуму – ознайомлення студентів з найважливішими аспектами широкого кола проблем соціальної роботи, а також розвиток навичок і вмінь у сфері письмового та усного професійного іншомовного мовлення.

Завдання практикуму – формування у студентів умінь, з-поміж них: читання, перекладу, вимови, відтворювання та інтерпретації прочитаного.

До практикуму включено автентичні тексти із сучасної наукової літератури у сфері соціальної роботи, що слугують основою для формування обізнаності студентів з широкого кола фахових проблем.

Кожен підрозділ містить необхідний лексичний мінімум для засвоєння й завдання, що сприяють закріпленню та активізації лексичного й граматичного матеріалу, розвитку вмінь перекладу, а також формуванню мовленнєвої компетенції студентів у читанні, говорінні та письмі. Післятекстові вправи охоплюють завдання на пошук еквівалентів, відповіді на запитання, формулювання головної думки тексту, добір заголовків до абзаців, рольові ігри тощо.

Передбачається, що практикум допоможе зробити навчальний процес з дисципліни «Іноземна мова (за професійним спрямуванням)» цікавим та ефективним, забезпечить формування професійної іншомовної компетентності майбутніх фахівців у сфері соціальної роботи.

CONTENT

Module 1. Concept of social casework	5
Topic 1. The scope of social work practice	5
Topic 2. Concept of social casework	15
Topic 3. Principles of social casework	22
Topic 4. Theories of social casework	28
Topic 5. Case illustration	36
Topic 6. The casework procedure. Case 1	40
Topic 7. Family work in the community. Case 2	44
Topic 8. Categories in the social casework procedure	51
Module 2. Social Group Work	65
Topic 1. Types of social groups	65
Topic 2. Power of groups on personality development	70
Topic 3. Principles of social group work	83
Topic 4. The social group worker's role in group procedure	92
Topic 5. Role of social group worker in dissimilar settings	98
Topic 6. Social work with family	106
Topic 7. Intervention methods in social work	113
Topic 8. Working with the community for family system	119
List of literature	128

MODULE 1. CONCEPT OF SOCIAL CASEWORK

TOPIC 1. THE SCOPE OF SOCIAL WORK PRACTICE

Exercise 1. Learn the following words and word combinations.

social case work – *соціальний патронаж*

social caseworker – *соціальний працівник*

daily living – *повсякденне життя*

case-by-case approach – *індивідуальний підхід*

legislative bodies – *законодавчі органи*

to explore – *досліджувати*

to advocate – *захищати*

to inhibit recovery – *перешкоджати одужанню*

patients – *пацієнти*

crisis intervention – *кризове втручання*

psychotherapeutic theories – *психотерапевтичні теорії*

foster homes – *приймні будинки*

nursing home – *будинок з медичним обслуговуванням для людей похилого віку або інвалідів*

to authorize – *уповноважити*

aid refugees – *допомога біженцям*

adoption – *усиновлення*

juvenile offenders – *неповнолітні злочинці*

utility companies – *комунальні підприємства*

hospice – *притулок*

palliative care – *симптоматична (паліативна) допомога*

disaster relief – *допомога при стихійних лихах*

school violence – *шкільне насильство*

maltreatment – *погане поводження*

commitment – *зобов'язання*

punishment – *покарання*

restorative justice – *відновне правосуддя*

batterer – *особа з агресивною поведінкою по відношенню до дружини*

deterrence – *стримування*

acute – *невідкладний*

Exercise 2. Match the words from List 1 with their equivalents from List 2.

List 1	List 2
responsibilities	<i>здатність</i>
injustice	<i>втручання</i>
to supervise staff	<i>вагітна</i>
workshop	<i>мешканець</i>
diverse population	<i>супроводжувати</i>
to enhance	<i>розміщувати</i>
to assure	<i>оцінити програми</i>
to assess problems	<i>проблеми, пов'язані з наркотиками / алкоголем</i>
to enable	<i>обов'язки</i>
intervention	<i>несправедливість</i>
continuity of care	<i>збір коштів</i>
smooth	<i>спільнота</i>
resident	<i>групове заняття (майстерня)</i>
divorce	<i>моральний стан</i>
established deadlines	<i>гладко</i>
pregnant	<i>безперервність піклування</i>
to accompany	<i>спростити розуміння</i>
to evaluate programs	<i>гарантувати</i>
testimony	<i>встановлені терміни</i>
to guide treatment	<i>повний діапазон</i>
capacity	<i>різноманітне населення</i>
drug/alcohol-related issues	<i>керувати лікуванням</i>
a full range	<i>оцінити проблеми</i>
community	<i>свідчення</i>
morale	<i>розлучення</i>
fundraising	<i>посилити</i>
to allocate	<i>контролювати персонал</i>
to demystify	<i>робити можливим</i>

Exercise 3. Read and translate the text.

TEXT 1. THE SCOPE OF SOCIAL WORK PRACTICE

Value of social casework within the sphere of social work. We know that social casework as method of social work aims at helping

individual to solve his/her problems in the society to perform in better way and to enhance his/her own capabilities. The vital unit of society is individual. If individuals are satisfied in their life and efforts are made to minimize maladjustment then it leads to formation of peaceful society. Society consists of individuals. Every profession has a tested body of knowledge for its own growth and development. This body of knowledge should be easily understandable and communicable and should contain principles, techniques, methods, procedures, tools and terminology of its own. The social work as profession has urbanized a body of knowledge, which contains methods, tools, and terminology of its own. In the sphere of social work, casework as a method demands a dual orientation. Firstly, orientation in human psychology, secondly, orientation in knowing cultural force of the society in which it works. Initially social casework was practiced in a few agencies and institutions but it has been increasingly utilized in newer settings. Today there are several agencies, institutions and organizations, which regularly use social casework. It is practiced in hospitals, clinics, courts, industries, military organizations, family welfare agencies both government and voluntary, immigrant agencies, day nurseries and schools, adoption agencies, child guidance clinics, hygiene organization, health organization and others.

Social casework, primary method of social work, is concerned with the adjustment and development of individual towards more satisfying human relations. Better family life, improved schools, better housing, more hospitals and medical care facilities, protected economic conditions and better relations between religious groups help the individual in his adjustment and development. However, his adjustment and development depend on the use of these resources by him. Sometimes due to certain internal or external factors, he fails to avoid existing facilities. In such situations, social caseworker helps him. Thus, social caseworker is one to one relationship that works in helping the individual for his adjustment and development.

Every individual reacts differently to his social, economic and physical environments and as such problems of one individual are different from those of another. The practice of casework is a humanistic attempt for helping people who have difficulty in coping with their problems of daily living. It is one of the direct methods of social work that uses the case-by-case approach for dealing with individuals or families as regards their problems of social functioning. Casework aims

at individualized services in the field of social work in order to help the client to adjust with the environment.

The scope of social work practice is remarkably wide. Social workers practice not only in the traditional social service agencies, but also in elementary schools; in the military; in business, factories, and offices, in federal, state, and local government agencies and legislative bodies; in private practice as individual, family, and marriage therapists; in hospitals and in mental health facilities; in courts and correctional settings; in home health care; and in services to the elderly. In fact, social workers can be found anywhere and everywhere, there are people who need the help of a professional to alleviate personal or social problems.

Now that you are in the school of social work, you are probably wondering which area of social work practice to choose. In order to assist you in choosing what area of social work to explore as a field placement, we have identified several social work fields of practice and some of the responsibilities and duties needed to work in each. First, you will learn that there are common skills and responsibilities that all social workers have that enable us to work with all populations. These common skills and responsibilities are to: 1) advocate for individual clients or the community on identified problems; 2) serve as a broker by connecting individual with resources; 3) create and maintain professional helping relationships; 4) improve problem-solving, coping, and development capacities of all people; 5) be able to engage and communicate with diverse population and groups of all sizes; 6) have knowledge and understanding of human relationships; 7) provide services to not only support change in the individual but also in his/her environment as well.

Medical social work. Medical social work provides assistance to patients and their families who are coping with the many problems that accompany illness or inhibit recovery and rehabilitation, such as economic need, disability, and lack of resources after discharge to home. In addition, medical social workers:

- ✓ collect and analyse patient information to help other health professions understand the needs of patients and their families;
- ✓ coordinate services for home care and equipment following discharge;
- ✓ provide crisis intervention;
- ✓ make referrals to rehabilitation and long-term care facilities. In outpatient settings medical social workers provide referral

services, supportive counselling, and coordinate after care and follow up services;

- ✓ function as part of an interdisciplinary team;
- ✓ demystify healthcare terminology, personnel and procedures.

School social work. School social work provides help to students and families to overcome social, behavioural, emotional, or economic problems that prevent learning. School social worker can:

- ✓ interview students and families to assess problems; make appropriate referrals for professional and community services;
- ✓ follow up to assure that services provided and that conditions improve;
- ✓ work closely with teachers and school administrators;
- ✓ provide crisis intervention for such problems as teen suicides, drug/alcohol-related issues and school violence.

Clinical social work. Clinical social work provides a full range of mental health services, including assessment, diagnosis and treatment. Among other responsibilities of clinical social work should be mentioned:

- ✓ providing services to individuals, couples, families and groups;
- ✓ utilizing a variety of psychotherapeutic theories and tools to guide treatment;
- ✓ providing referrals to appropriate agencies for case management services;
- ✓ assisting clients in adjusting to major life style changes due to death of a loved one, disability, divorce, or loss of a job;
- ✓ interfacing with healthcare insurers to authorize care.

Social work-administration and management plans, develops, and evaluates programs; fundraises and writes grants; budgets and manages finances to assure that the agency is in good financial standing; monitors, analyses, and evaluates public and social policy; coordinates activities to achieve the agency's goals; hires and supervises staff.

Social work-case manager is involved in all stages of client intervention. He provides access, allocates, monitors, and evaluates services and fiscal resources for clients; reduces fragmentation of services. He is engaged in a range of tasks that support and enhance the systems working with the client:

- ✓ meets with client on regular basis to assure a continuum of services and to judge the effectiveness of services;
- ✓ contributes to the development of social policy;

- ✓ enhances the development, problem solving, and coping capacities of clients;
- ✓ completes all paperwork and accountability reports according to established deadlines and function as a part of treatment team.

International social work may counsel and aid refugees to ensure a smooth transition into a new environment. He also facilitates international adoptions; provides disaster relief in time of crisis; provides advocacy on international issues to improve people's quality of life and addressing injustices.

Social work with children and families. This type of social work ensures families' consultation in order to find better solutions to their problems. It also deals with:

- ✓ removing children from abusive situations and place in caring homes;
- ✓ finding employment and housing for homeless families;
- ✓ assisting pregnant women, adoptive parents, and adopted children to navigate the adoption system;
- ✓ providing assessment, support, counselling, resource coordination, and advocacy;
- ✓ evaluating potential foster homes; monitor the foster home during placement;
- ✓ providing assistance to women and their children who are victims of domestic violence.

Social work in nursing homes facilitates the admission process. Other functions have the goal to:

- ✓ develop an individualized plan of care;
- ✓ facilitate the social and psychological well-being of nursing home residents and their families;
- ✓ encourage all staff to respect and assist in meeting the needs of residents and their families;
- ✓ plan discharges to ensure appropriateness and continuity of care for transfer within and discharge from the nursing home;
- ✓ complete all paperwork and accountability reports according to established deadlines.

Social work in an acute psychiatric hospital completes intake and admission screenings. Other its tasks are:

- ✓ perform a thorough psychosocial assessment;
- ✓ participate in the development of a treatment plan;
- ✓ provide patient and family education, support, and advocacy;

- ✓ work closely with multi-disciplinary team to ensure continuity of care;
- ✓ provide individual treatment, family therapy, group therapy, parental and marriage counselling;
- ✓ provide discharge and aftercare planning;
- ✓ make referrals for case management services as needed;
- ✓ complete documentation according to standards and within time limits;
- ✓ assist with commitment hearing as needed.

Forensic social work plays a formidable role in providing risk assessments, expert testimony, mental health care, substance abuse treatment, and other timely best practices to both victims and offenders. Its main tasks are:

- ✓ utilize evidence-based practices in child maltreatment and domestic violence assessment and treatment;
- ✓ provide assessment and treatment of juvenile offenders;
- ✓ provide mental health, drug and alcohol, medical, and aftercare treatment for adult offenders;
- ✓ get involved in trauma survivor assistance, victim-offender mediation and batterers' intervention programs.

To work as a forensic social worker, you need to be skilled in restorative justice, giving expert testimony in child welfare and woman battering cases, as well as social worker mitigation testimony in death penalty cases. Besides, you will have to deal with the critical issues of punishment versus rehabilitation, deterrence, and determination of whether individual offenders are capable of change.

Change of agents, legislative advocates, policymakers and program administrators are both for victims and offenders.

Employment/occupational social work helps workers with problems that affect their job performance and satisfaction. The functions of the employment/occupational social worker are as follows:

- ✓ assist corporations reengineer their structure and methods to improve efficiency, creativity, productivity and morale;
- ✓ work for a union and be involved in job counselling or organizing;
- ✓ be an employee assistance counsellor to counsel individuals, lead groups and run workshops;
- ✓ deal with substance abuse, domestic violence, single parenting and vocational rehabilitation;
- ✓ work with foundations, as well as utility companies and bank trust departments.

Social work – community organizer. Social work assists the community in defining a social problem; provides direction and guidance to the community in order to mobilize for an identified cause; assists in establishing new programs to meet the needs of individuals, groups, and the community; provides advocacy for the needs of the community.

The above list is just a small sample of the responsibilities of social workers in different fields of practice. Nevertheless, as the list below indicates, social workers are in every aspects of the community.

There are other practice areas, such as: addictions treatment; adoptions & foster care; advocacy; child abuse; child welfare; community mental health; crisis intervention; developmental disabilities; disaster relief; domestic violence; eating disorders; employee assistance; family planning; family preservation services; gerontology services; HIV/AIDS; homeless family assistance; hospice and palliative care; hospital /medical social work; in-home services; mental health therapy; military social work; parent education; political development; public welfare; rural social work; school social work; veterans' services.

Exercise 4. Answer the questions:

1. What is social casework?
2. What does individual's adjustment and development depend on?
3. Why is the scope of social work practice wide?
4. What are common skills and responsibilities that all social workers have to work with all populations?
5. What does medical social work do?
6. What does school social work provide?
7. What are responsibilities of clinical social work?
8. What does international social work provide?
9. What is social work with children and families?
10. What does social work in nursing homes include?
11. What does forensic social work deal with?
12. What does employment/occupational social work include?

Exercise 5. Match the words from List 1 with their equivalents from List 2.

List 1	List 2
tools	<i>коригування</i>
scope	<i>гуманістична спроба</i>

a humanistic attempt	<i>жертва</i>
gerontology services	<i>звітна доповідь</i>
to aim	<i>вельми</i>
thorough	<i>набір</i>
formidable role	<i>благополуччя</i>
bank trust departments	<i>пом'якшення</i>
adjustment	<i>суд</i>
admission	<i>наймати</i>
vast	<i>сільський</i>
appropriateness	<i>ретельний</i>
marriage therapists	<i>забезпечувати</i>
welfare	<i>трастовий відділ банку</i>
remarkably	<i>націлюватись</i>
victim	<i>сфера застосування</i>
rural	<i>величезний</i>
to hire	<i>доступ</i>
accountability report	<i>геронтологічні послуги</i>
intake	<i>доцільність</i>
mitigation	<i>величезна роль</i>
to provide	<i>шлюбні терапевти</i>
court	<i>засоби</i>

Exercise 6. Define whether the following statements are true or false.

1. The vital unit of society is individual.
2. Social workers practice not only in the traditional social service agency, but also in elementary schools; in the military; in business, factories, and offices.
3. Employment/occupational social work helps people with problems that affect their family life.
4. Social casework, primary method of social work, is concerned with the adjustment and development of individual towards more satisfying human relations.
5. Social work with children and families ensures families' consultation in order to help children.
6. Forensic social work plays an unimportant role in providing expert testimony, mental health care and other timely best practices to both victims and offenders.
7. International social work provides advocacy on international issues.

8. School social work provides help to students and families to overcome the social, behavioural, emotional, or economic problems that prevent learning.
9. The practice of casework is a humanistic attempt for helping people who have difficulty in coping with the problems of daily living.
10. Medical social work ensures assistance to patients and their families.

Exercise 7. Fill in the gaps with necessary words and word combinations from the box.

vital unit	social casework	body of knowledge	assistance
profession	social work	international social work	
practice of casework	social caseworker	medical social workers	

1. The _____ of society is individual.
2. Every _____ has a tested body of knowledge for its own growth and development.
3. The _____ is a humanistic attempt for helping people who have difficulty in coping with the problems of daily living.
4. _____ was practiced in a few agencies and institutions but it has been increasingly utilized in newer settings.
5. _____ in an acute psychiatric hospital completes intake and admission screenings.
6. This _____ should be easily understandable and communicable and should contain principles, techniques, method, procedure, tools and terminology of its own.
7. _____ work may counsel and aid refugees to ensure a smooth transition into a new environment.
8. _____ is one to one relationship, which works in helping the individual for his adjustment and development.
9. _____ provide referral services, supportive counselling, and coordinate after care and follow up services.
10. Medical social work provides _____ to patients and their families who are coping with the many problems that accompany illness or inhibit recovery and rehabilitation, such as economic need, disability, and lack of resources after discharge to home.

Exercise 8. Make up 5 types of questions to the following sentences:

1. The vital unit of society is individual.

Список використаних джерел

1. Загальноєвропейські Рекомендації з мовної освіти: вивчення, викладання, оцінювання / наук. ред. укр. видання доктор пед. наук, проф. С.Ю. Ніколаєва. – К. : Ленвіт, 2003. – 273 с.
2. Ковтун О.В. Методика викладання іноземних мов і перекладу у вищій школі. Практикум / О.В. Ковтун, А.Г. Гудманян. – К. : НАУ, 2015. – 80 с.
3. Alvarado L.M. The behavioral challenged child & its teacher [Електронний ресурс]. – Режим доступу : <https://www.duo.uio.no/bitstream/handle/10852/32260/THESISxDUO.pdf?sequence=1>
4. Grohol J.M. Differences between a psychopath vs sociopath [Електронний ресурс]. – Режим доступу : <https://psychcentral.com/blog/differences-between-a-psychopath-vs-sociopath>
5. Sargin A., Özdel K. & Türkçapar M. Cognitive-behavioral theory and treatment of antisocial personality disorder [Електронний ресурс]. – Режим доступу : <https://www.intechopen.com/books/psychopathy-new-updates-on-an-old-phenomenon/cognitive-behavioral-theory-and-treatment-of-antisocial-personality-disorder>
6. Schema therapy. Institute of South Africa [Електронний ресурс]. – Режим доступу : <https://www.schematherapysouthafrica.co.za>
7. Social work interaction with communities and institution. Rai Technology University [Електронний ресурс]. – Режим доступу : http://164.100.133.129:81/eCONTENT/Uploads/Social_Work_Interaction_with_Individual_and_Group.pdf
8. Summary [Електронний ресурс]. – Режим доступу : <http://academics.smcvt.edu/cbauer-ramazani/AEP/EN104/summary.htm>
9. The many facets of social work [Електронний ресурс]. – Режим доступу : http://www.socialwork.pitt.edu/downloads/Facets_of_Soc.pdf