CHAPTER 1
Starting the Journey: An Introduction to Social Work and Human Service Practice

MULTIPLE-CHOICE

1. Which of the following suggestions could help you make the most of your educational experience?
   a) Maintain an open mind and develop an inquiring mind
   b) Prepare to be challenged about your world views, morals and values
   c) Become attuned to the world around you, including sources of structural oppression
   d) All of these choices

2. Which of the following questions are important to ask yourself as you pursue a career in social work and human services?
   a) Is being a social worker a meaningful and worthwhile way for me to live my life?
   b) Is there a good fit between my personal beliefs, values and needs, and the values and demands of the profession?
   c) What impact will being a social worker have on my own physical and mental health, my intellectual development, my religious beliefs and practices, and my economic situation?
   d) All of these choices

3. Which of the following describes what social workers and human service workers do?
   a) Position human welfare and human rights as a primary social responsibility
   b) Bring to notice the values, attitudes, behaviours and social structures that cause or contribute to the oppression of human welfare and rights
   c) Work towards the attainment of social justice for individuals, groups and communities
   d) All of these choices

4. Which of the following is NOT an appropriate form of work with families and partnerships?
   a) Working with an Indigenous family to assist them to take on foster-care responsibilities
   b) Working with a family that has been granted refugee status to settle them into the community
   c) Encouraging parents to convince their gay son that he can, and should, change his sexual orientation
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d) Assisting a same-sex family to address discrimination in a local school attended by their children

5. Gerdes and Segal (2011) describe empathy as having which two aspects?
   a) Emotional and cognitive
   b) Cognitive and intellectual
   c) Emotional and ethical
   d) Intellectual and ethical

TRUE/FALSE

1. True or False: Creating and nurturing a support network is important as a social work or human services student and practitioner.

2. True or False: Social work and human service education should not be treated as a student’s personal therapy process.

3. True or False: Religious and spiritual motivations for pursuing a career in social work or the human services are legitimate and it is therefore appropriate to impress my religious beliefs or moral judgements on clients.

4. True or False: Social and human service workers only work with individuals.

5. True or False: Research and evaluation are unnecessary in social and human service work.

6. True or False: Social work and human service practice could include workplace training.

ESSAY/SHORT ANSWER

1. What are the eight domains of practice, as outlined in Chapter 1?

2. Why is it important that we explore our pre-existing knowledge, values and beliefs?

3. Practitioners with a well-developed empathic response are able to engage authentically with clients. What else does this enable?

FILL-IN-THE-BLANK

1. I will be mindful that as I travel along the road to social work and human service practice, my close _______________ may change.

2. Sheafor and Horejsi (2008, p. 17) describe social work as a ____ __________.
3. Trevithick (2012) identifies that social work and human service workers pay attention to ______ ________, and it is this that gives them a unique perspective from which to view people in their relationships and social settings.

4. Working with individuals is also referred to as social ________, ________ practice, direct ________, and _____ management.

5. Work with people is underpinned by a broad range of ________.

6. Groupwork facilitation involves skill in group dynamics and the stages of group formation and ____________.

7. Community work requires skills in social networking, resource __________ and development, _______ of community needs and social-action __________.

8. Social policy practice requires an understanding of the ____________ nature of social systems, and an analysis of how _______ policies impact on the ____________ of resources.

9. Social work and human service management responsibilities may include recruiting and employing staff, training volunteers, ___________ funding arrangements and budgets, ________ services, developing policy, public ________ and coordinating services.

10. One of the big challenges for new practitioners is how to use ______ in a ________ manner, without losing capacity to think ________ and maintain a distinct sense of ourselves.
MULTIPLE-CHOICE

1. Answer: D.
   Read the material under ‘Making the most of the educational experience’ in Chapter 1.

2. Answer: D.
   Read the material under ‘Choosing the road to social work and human services’ in Chapter 1.

3. Answer: D.
   Read the material under ‘The purpose of practice: Is there a final destination?’ in Chapter 1.

4. Answer: C.
   This is a highly inappropriate, unethical and harmful form of practice. Read the material under ‘Work with families and partnerships’ in Chapter 1.

5. Answer: A.
   Read the material under ‘Exploring your pre-existing knowledge, values and beliefs: The place of transformational learning’ in Chapter 1.

TRUE/FALSE

1. Answer: True.
   Developing a support network is a very important and useful strategy to sustain you through your years of study, and once in practice. Your network might include other students, educators, academics, researchers, practitioners, and people from other disciplines.

   Read the material under ‘Developing support strategies’ in Chapter 1.

2. Answer: True.
   Although students will gain insights and knowledge that can be significant and beneficial to one’s own healing, it should not be seen as the primary reason for studying social work and human services courses. Students are encouraged to discuss any personal support needs with student support advisors, so that strategies can be put in place to ensure personal issues do not hamper the educational process.

   Read the material under ‘Personal experience’ in Chapter 1.

3. Answer: False.
   Having a strongly developed value base and being aware of the suffering of
others can engender a deep caring that is selfless and altruistic. However, imposing beliefs or making moral judgements is not practising from a position of respect and could do a great deal of harm.

Read the material under ‘Religion or spirituality’ in Chapter 1.

4. Answer: **False**.
Social and human service workers practice across numerous domains, which includes, but is not limited to, working with individuals.

Read the material under ‘The domains of practice: Scanning the territory’ in Chapter 1.

5. Answer: **False**.
Research and evaluation are vital in order to explore, evaluate and validate the effectiveness of our practice.

Read the material under ‘Research and evaluation’ in Chapter 1.

6. Answer: **True**.
Education and training forms an integral part of social work and human service practice. This could involve training volunteers and staff or offering specialist workshops on topics such as grief and loss.

Read the material under ‘Education and training’ in Chapter 1.

**ESSAY/SHORT ANSWER**

1. Answer:
Work with individuals; work with families and partnerships; groupwork; community work; social policy practice; research and evaluation; organisational practice, management and leadership; and education and training.

Refer to ‘The domains of practice: Scanning the territory’ in Chapter 1.

2. Answer may include:
I am the sum of every experience, interaction and conversation I have ever had. It’s important that I have a strong awareness of how I position myself in the world, and develop an understanding that the world around me is socially constructed by powerful influences. I must know myself in order to be effective in my ‘use of self’.

Refer to ‘Exploring your pre-existing knowledge, values and beliefs: The place of transformational learning’ in Chapter 1.

3. Answer may include:
Practitioners with a well-developed empathic response also have a strong
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sense of self as separate from the other and can avoid emotional enmeshment, are able to demonstrate mental flexibility and emotional regulation, and can be emotionally ‘present’ with clients without losing control.

Refer to ‘Exploring your pre-existing knowledge, values and beliefs: The place of transformational learning’ in Chapter 1.

FILL-IN-THE-BLANK

1. I will be mindful that as I travel along the road to social work and human service practice, my close relationships may change.
   
   Read the material under ‘Personal support networks’ in Chapter 1.

   
   Read the material under ‘Choosing the road to social work and human services’ in Chapter 1.

3. Trevithick (2012) identifies that social work and human service workers pay attention to social analysis, and it is this that gives them a unique perspective from which to view people in their relationships and social settings.
   
   Read the material under ‘The domains of practice: Scanning the territory’ in Chapter 1.

4. Working with individuals is also referred to as social casework, clinical practice, direct practice, and case management.

   Read the material under ‘The domains of practice: Scanning the territory’ in Chapter 1.

5. Answer: Work with people is underpinned by a broad range of theories.

   Read the material under ‘Work with individuals’ in Chapter 1.

6. Groupwork facilitation involves skill in group dynamics and the stages of group formation and termination.

   Read the material under ‘Groupwork’ in Chapter 1.

7. Community work requires skills in social networking, resource assessment and development, analysis of community needs and social-action strategising.

   Read the material under ‘Community work’ in Chapter 1.
8. Social policy practice requires an understanding of the interconnected nature of social systems, and an analysis of how welfare policies impact on the distribution of resources.

Read the material under ‘Social policy practice’ in Chapter 1.

9. Social work and human service management responsibilities may include recruiting and employing staff, training volunteers, negotiating funding arrangements and budgets, evaluating services, developing policy, public speaking and coordinating services.

Read the material under ‘Organisational practice, management and leadership’ in Chapter 1.

10. One of the big challenges for new practitioners is how to use empathy in a purposeful manner, without losing capacity to think rationally and maintain a distinct sense of ourselves.

Read the material under ‘Exploring your pre-existing knowledge, values and beliefs: The place of transformational learning’ in Chapter 1.