

Mediterranean knowledge-potentialities in social work education

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Research Project

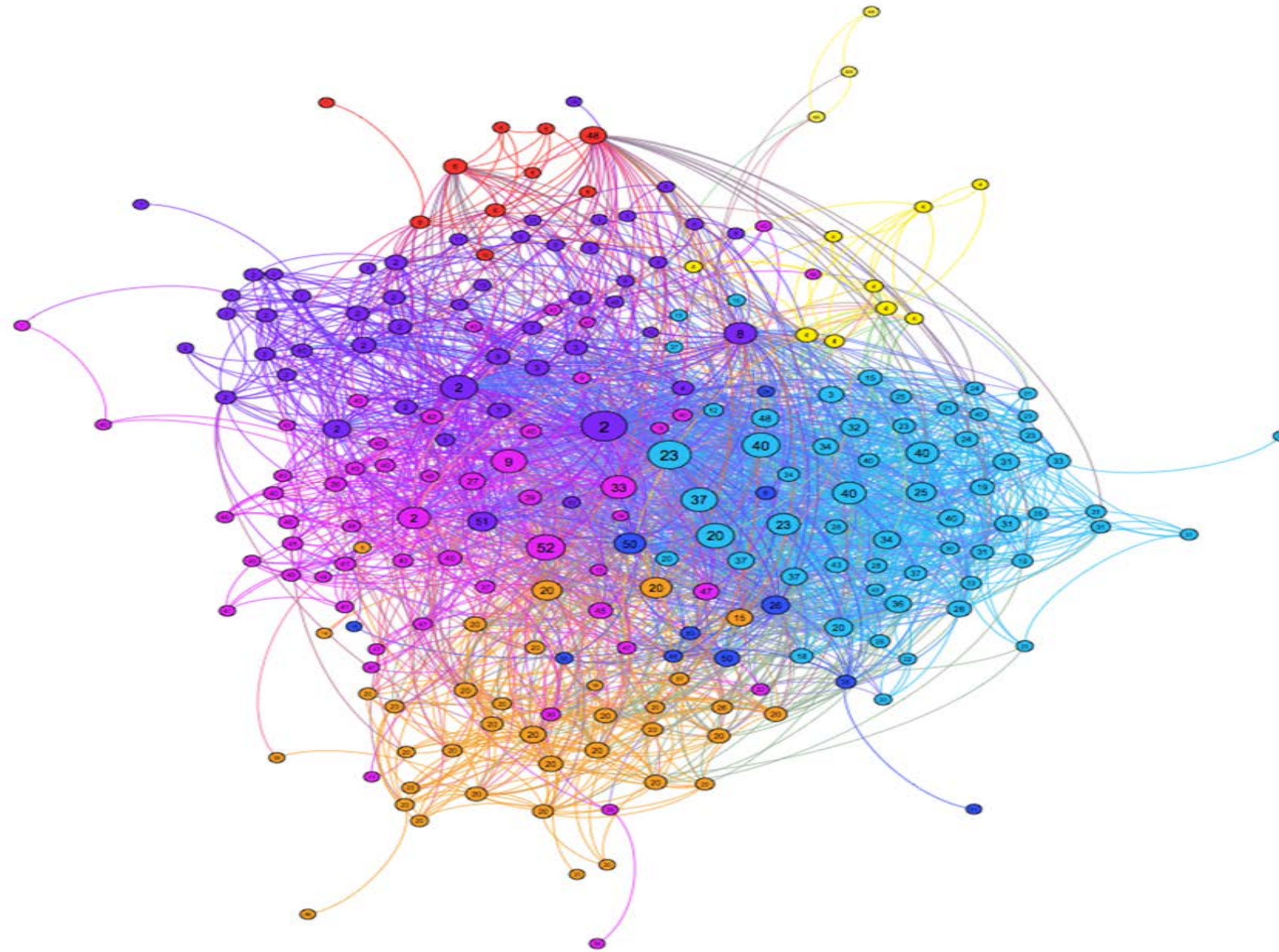
Our life is historical, aspirational and relational.

Our social interactions provide us with qualified information about ourselves and our societies.

And, in turn, our interactions become a field of social intervention: by modifying such interactions, enhancing our relational capabilities, we can advance in our process of personal fulfillment and social inclusion.

That is, social networks give us information, and as such become a field of intervention. Therefore, the relationship between social networks and social work is always a two-way relationship, a constant trip back and forth to understand our reality and change it.

Digital natives: Detection of communities



E-Social Work: Building an Online Social Work Model

We need to develop what we call “e-Social Work”.

E-Social Work is a specialized sphere of social work that aims to analyze, assess and intervene in the on-line environment by developing strategies to reach out to users, assess their needs, and design the appropriate dynamics to intervene and empower them in the online context.

The ultimate aim is to provide assistance to a population that is defined as digital natives, in both online and offline environments.

Towards a Definition of E-Social Work

E-Social Work can be defined as the use of new information and communications technologies in the field of social work and social services. E-Social Work includes online research, patient treatment (individual therapy, group and community dynamics), the training and teaching of social workers, and the monitoring of social service programs.

It allows better interventions, self-monitoring and self-evaluation, and feedback.

Improving monitoring processes and the assessment of outcomes has become a priority of welfare institutions

New Challenges in a Society of Digital Natives

E-Social Work must also cope with the new challenges that have arisen in our advanced technological society, of which two merit mention: privacy, and the ability to correctly interpret the messages we get.

- The ethical code of social workers should ensure that the information obtained on the network is used in an adequate and appropriate manner; information that is gained through analyzing large amounts of data available online, what is known as Big Data
- Social workers need more and better skills to design intervention strategies: we need new codes to correctly interpret the messages we receive and our network interactions

Phases of the e-Social Work Intervention:

The first one is active listening.

The second phase involves designing the appropriate work dynamic with a view to social intervention in the virtual environment.

The third phase focuses on developing online applications to better manage resources, improving access to information, eliminating duplication among agencies, correctly orienting users, and creating social networks that specifically address their problems.

Digital Natives and Social Work Education

Today's citizens are digital natives: even the most disadvantaged people have a mobile phone, and send and receive messages via twitter.

Social networks can provide us with information to analyze their opinions, determine their needs, and learn more about the good or bad practices they engage in.

Active listening

What we propose is to perform an online analysis of citizens' discourse on educational challenges:

- a) Analyze the discourse on major challenges: characteristics, collective perceptions, risks that are under-estimated or not perceived, best practices that are shared on the network (or bad practices that are disseminated and shared on the web)
- b) Analyze citizens' demands in relation to these challenges
- c) Geotag citizens' needs
- d) Analyze citizens' opinions on social work educational programs operating in Mediterranean societies
- e) Analyze leadership on the network
- f) Design strategies to provide information and promote best practices on the web

E-social work deals in SW education

Our investigation subject **reveals**: new technologies arrives.

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1. ICTS & SW IN GENERAL: introduction, rhythm, adv & disav, conclusion

2. EDUCATIONAL EXPERIENCES RELATED TO E-SOCIAL WORK.

a. Previous: Ethical implications of the use of ICTs in social work

b. The impact of ICTs on the social work curriculum

c. Social workers & specific technological tools : Educational experiences

CONCLUSIONS

1. ICTS AND SOCIAL WORK IN GENERAL

Introduction :

- current Web 2.0 is user-generated content, social networking and affiliation
- blogs, social networking sites, folksonomy, Really Simple Syndication, wikis and tags, Internet of things, big data, mobile telephones and gaming

Rythm: technology is changing at a quick pace

Advantages and disadvantages: flexibility, accessibility and fluidity but dehumanizing, the risk of access (social exclusion), legal regulations, hazards to fraudulent use (pharming, phishing and cyberbullying)

Conclusions in education field of social work:

- prohibiting e-social work communication with users should not be done
- impossible to ignore the impact of new developments on the expectations of users, patients, practitioners and clients and the potential benefits of ICT tools.

2. EDUCATIONAL EXPERIENCES RELATED TO E-SOCIAL WORK.

a. Previous: Ethical implications of the use of ICTs in social work

-professional **boundaries**

-an imperative of **personal discretion** when interacting with clients or representing agencies on social media

-**privacy and confidentiality**: protecting client data in a computer, preventing computer' hackers from spying, forgetting hidden files left behind when they are seemingly deleted

-social workers must be prepared for handling situations where clients bring up **information they have found.**

b. The impact of ICTs on the social work curriculum

- To facilitate **both students' learning and preparing** them for using in professional practice (ICT has primarily served as a vehicle to relay content to students or to assist the instructor)
 - Link** among their use of social media in their personal life.
- ICT can also be used in social work education **to strengthen ties** between teachers and students.
 - ICT allows students to **keep up-to-date** on policy changes in real time and avoid information out of date.
- It is an aspect of a modern, globalized world that can offer extensive benefits to social work users.

c. Relationship of social workers with specific technological tools : Educational experiences

Meet patients where they are online:

- through new methods of communication,
- rethinking social work roles and
- collaborative problem-solving

The activity is not confined to the office or to the therapeutic environment.

Social workers can play the role of aggregator, facilitator and legitimizer of information sources

Principal experiences:

- **Twitter** connect , encourages collaboration, evaluation of information and professional decision-making.
- Social media in sensible subjects with **hard to reach populations**
- Online focus groups** for conducting group interviews and therapeutic uses.
- Electronic chat rooms, academic blackboards and easy to access shared video viewing
- YouTube channels** can serve to showcase a group's profile within the wider community

Principal experiences:

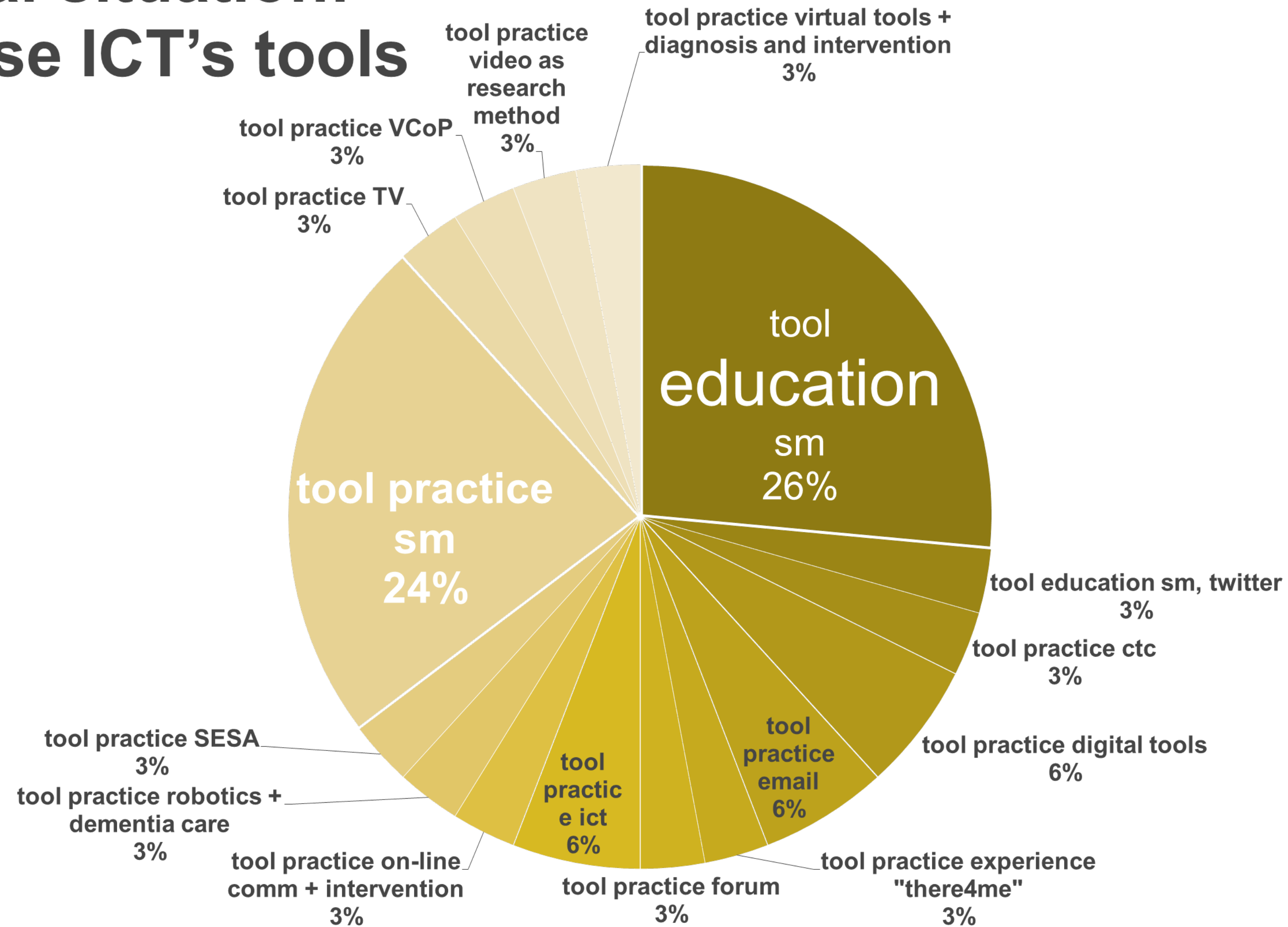
-**Video technology** as an educational tool, for treatment programmes and therapeutic interventions community groups presentations which contain audio-visual media

-**Podcasting** and online **storytelling**

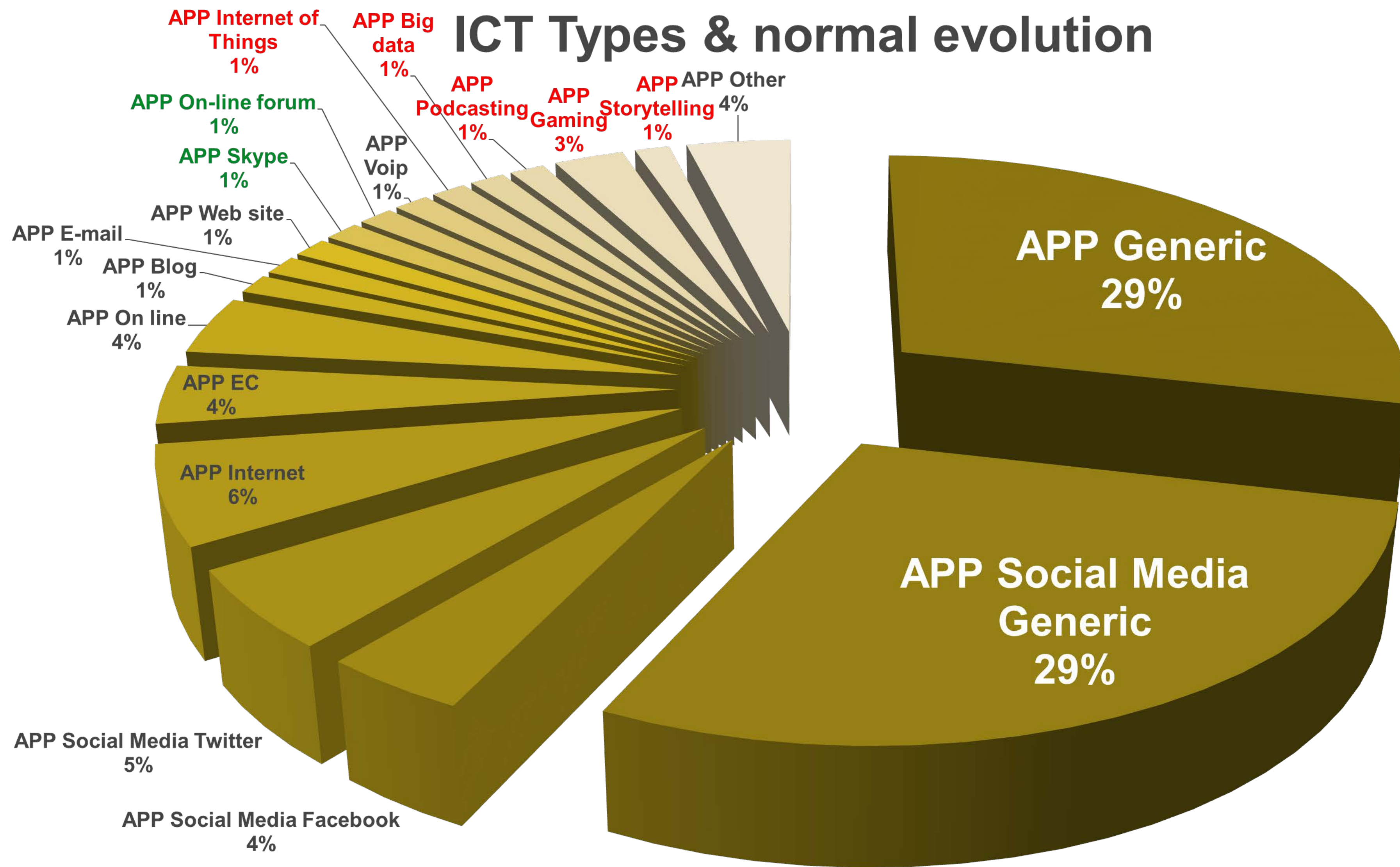
-**Clinical interventions**, using telephones, interactive video and the Internet, (collaborative problem solving)

-ICT applications, such as mobile applications, gamification, big data or the Internet of things , Skype storytelling, VCoP, podcasting, specific apps,...

Actual situation: Total use ICT's tools



ICT Types & normal evolution



CONCLUSIONS

A new sphere of online specialization is emerging

It is critical to tap into this potential and incorporate technology

-Firstly, social workers must be trained in the use of new technologies.

-Second, social workers must take part in the design, development and implementation of new technologies in their

-Thirdly, social workers must be involved in the design and development of undergraduate and master's degree curricula

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Thank You!!

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