Service User’s and students’s perceptions of role conflicts in social work with families: Results from a Service User Involvement workshop

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Abstract
Social Work with families in trouble is characterized by role conflicts: while social workers are devoted to support families and their aims and goals, they work as regulations too e.g. to ensure the welfare of children raised in these families. Though role conflicts are well described in theory, little is known about the perception and awareness of these role conflicts in students and service users.

In a one-day SUI seminar, clients of social work interventions and students approached these questions together using different methodologies. Qualitative interviews were conducted and service users encouraged to voice their opinion.

Qualitative Analysis using Mayring’s method revealed several key categories partially corresponding with literature descriptions. However, in addition to these well-described phenomena, new aspects emerged.

The results encourage the use of service user methodologies in working with service users in social work education.

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