

BSWG 223
11 August 2016
CLASS TEST 1
STUDY UNIT 1 & 2

PLEASE ANSWER THE FOLLOWING QUESTIONS / **BEANTWOORD ASSEBLIEF DIE VOLGENDE VRAE**

1. You are a senior social worker at *Childline North West*. Your organisation recently employed two new social workers with no experience in the field. Your supervisor requests you to give them basic training on the organisation as well as the rules and regulations / **Jy is 'n senior maatskaplike werker by Childline Noordwes. Jou organisasie het onlangs twee nuwe maatskaplike werkers, met geen ondervinding in die veld, in diens geneem. Jou superior versoek dat jy hulle basiese opleiding ten opsigte van die organisasie, sowel as die reëls en regulasies van die organisasie gee.**

How would you explain the following to them? Please provide a definition together with an example / **Hoe sou jy die volgende aan hulle verduidelik? Verskaf asseblief 'n definisie met 'n voorbeeld** (6)

1.1 supervisor / **supervisor**

A supervisor is a skilled and experienced person who supervises a junior social worker in the organisation in terms of knowledge and skills in the profession. This person also provides support to the junior social worker and guides the worker in terms of quality service delivery

1.2 administration / **administrasie**

Administration is a continuous process of filing, recording and keeping up to date with organisation information as well as client files. Administration is not just a phase on its own, it involves everything within the organisation.

1.3 evaluation / **evaluating**

Evaluation is a form of monitoring progress, in order for evaluation to take place, one would need to set goals and objectives and targets in which one would like to achieve.

2. Describe the nature of social work management in full / **Beskryf die aard van maatskaplikewerkbestuur ten volle** (5)

Management is a process that uses the resources of an organisation to achieve stated aims. It involves processes such as planning, organising, supervision, controlling, staffing, leading and coordination. The list is not exhaustive. These processes are led by the manager in consultation with those who are working with him. One of the oldest descriptions of management is that it is the creation of and maintenance of an internal environment in an enterprise where individuals working together in groups can perform efficiently and effectively to attain group goals

3. In terms of social work management, provide examples for the following terms / *In terme van maatskaplikewerkbestuur, gee voorbeelde vir die volgende terme:* (10)

Planning / *Beplanning* – Anything related to future planning within the organisation such as a meeting or project or business plan

Organising / *Organiseering* – Organising an even within the organisation as well as looking for the necessary resources

Responsibility / *Verantwoordelikheid* –When a task is given to you, you are responsible for its completion. When a client comes to see you, you are responsible for the completion for the relevant process reports

Accountability / *Aanspreeklikheid* –Being accountable for a certain task or being accountable to someone such as it would be your responsibility to complete a task within a group but if this task is not done, the whole group is accountable

Authority / *Autoriteit* – Someone in a higher position than you, who has the knowledge and experience. Such as your boss, manager or supervisor

4. Differentiate between an efficient and effective manager / *Onderskei tussen 'n doeltreffende en effektiewe bestuurder* (4)

An effective manager will allow others to do his tasks for him

An efficient manager will do his tasks all by himself, in the best way with most effort.

5. Name the components of the context of social work management / *Noem die komponente van die konteks van maatskaplikewerkbestuur* (5)

Budgets

Records

Statistics

Assessments

Meetings