

# T@SK

**TOWARDS INCREASED  
AWARENESS  
RESPONSIBILITY  
AND  
SHARED  
QUALITY IN SOCIAL WORK**

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# THE INTERNSHIP

- The internship has a central role and is one of the qualifying elements of the educating process of the social worker; it is an experience that enables the students to match their own choices; it enables them to experience the acquired skills, to analyse the social processes and phenomena and to improve the capacity of comprehending the individuals, their life stories and their contexts, and also to relate with the complex situations and marginality.
- One of the internship aims is the professional self set up because it represents the beginning of the operation of the future professional. Facing up with consolidated professionals and meeting with clients, problem carriers, is the experience through which the student begins to build the self image.
- A close relationship with the service agencies and a precise planning of the contents ensure an adequate context to carry out a quality internship.

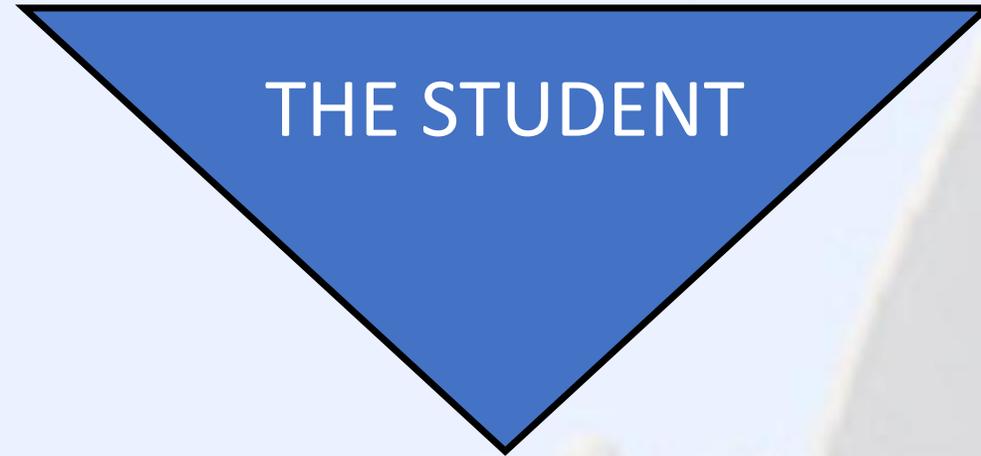
# INTERNSHIP ACTORS

The professional internship is the field of intersection of the three different systems that participate in various ways in its definition and implementation

**University**, the **Hosting** public or private **Bodies** and the **Student**

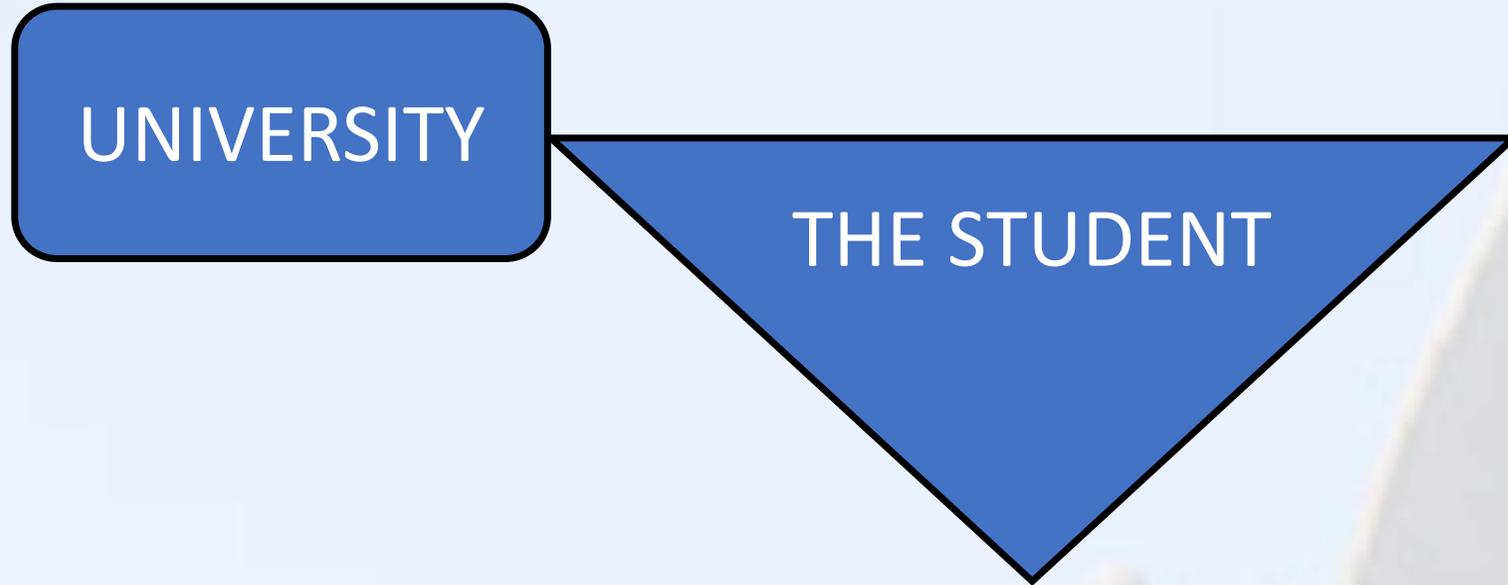
The internship is a resource for every involved system. It's a complex process, for the student's relational and learning level and at the same time for the management and organizational level. For this reason, in order to assure to the student a suitable context to carry out a quality internship experience, it isn't possible to disregard the close relationship with the service bodies and a precise planning of the contents.

# INTERNSHIP ACTORS



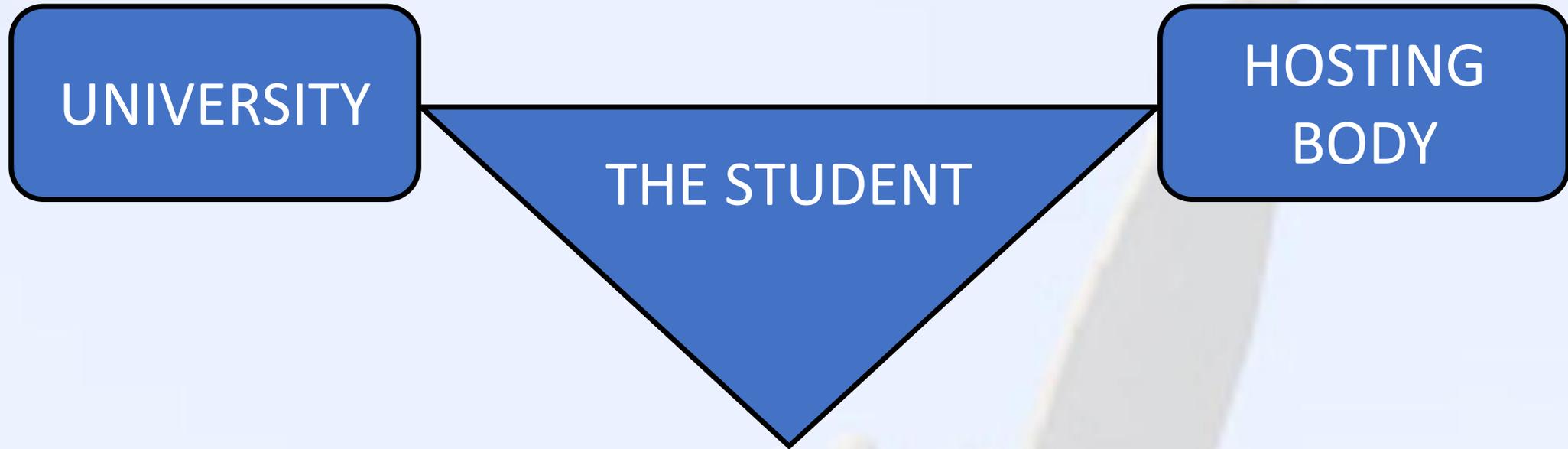
The main actor of the experience is certainly the student. The internship should not be considered as a solitary event to be lived in absolute autonomy, but as a way on which different systems meet each other and the student will have to relate adequately with them.

# INTERNSHIP ACTORS



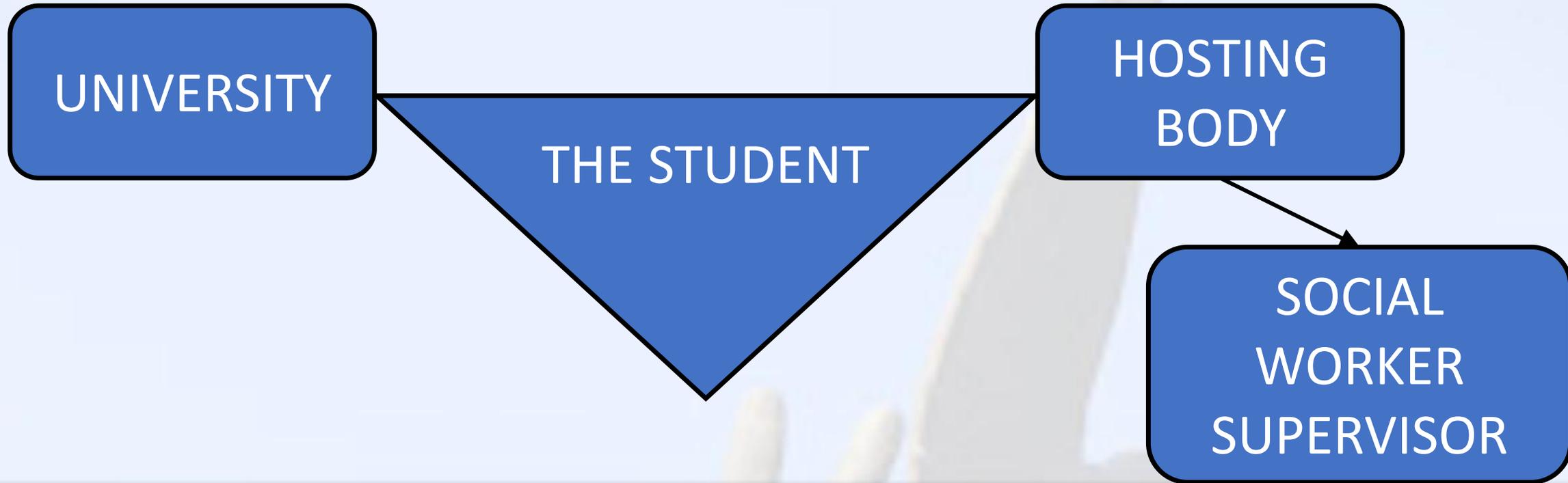
The professors of professional subjects, during the educational process, have defined the general training objectives, considering the theoretical references in relationship with the experience. At the conclusion of the internship is foreseen the presentation of the internship report.

# INTERNSHIP ACTORS



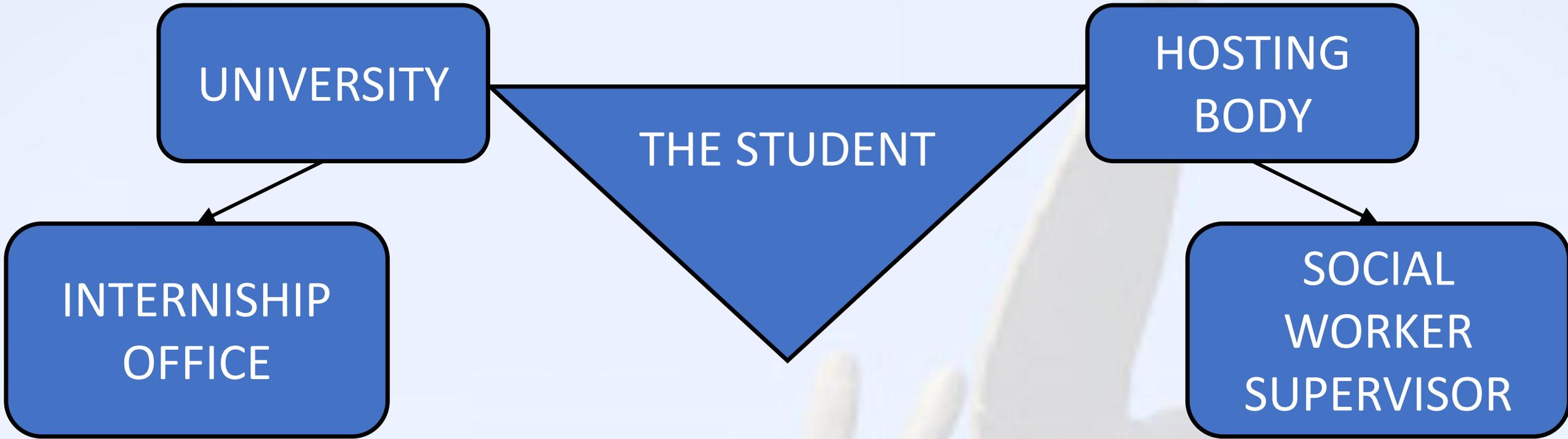
The University makes an agreement with the hosting Body, which has within its organic structure, the social workers.

# INTERNSHIP ACTORS



The supervisor social worker has a training role, he/she accompanies the student in learning the "practices in situation" and their relationship with the theoretical references. It urges reflexivity on professional action and opens spaces for reading on the complexity of social work.

# INTERNSHIP ACTORS



# INTERNSHIP OFFICE

The coordination of the Internship Office is entrusted by the Board of the degree program to an expert social worker; it is made up of social workers and its aim is to guarantee a professionally oriented contribution at each step of the course and to monitor the career of each student. The coordinator manages relations with the bodies that host the students, with the supervisors and with the professors of social service disciplines and supports the students in the choice of the internship area.

# INTERNSHIP OFFICE

There are also the project tutors and area representatives who collaborate with the internship office. The project tutor is an immediate reference for the different actors of the training course, has regular contacts with the student and is a connecting element for all communications with the university and with the services. The area representatives are social workers that have in-depth knowledge of the organization; they are able to provide information on the availability of social workers for supervising the students.

# INTERNSHIP OFFICE

For the preparation of internships, periodic meetings are scheduled with the students to monitor the individual university careers, to verify previous experiences, to clarify doubts and uncertainties, to solicit a reflection and clarification of personal goals and training needs also in relation to the topic of the thesis, as well as to present the forms and objectives of the traineeship experiences. These meetings are mandatory, necessary to access to the internship.

# INTERNSHIP ORGANISATION

The study plan of the Degree Course in Social Service of the University of Florence provides 630 hours of internship (corresponding to 18 credits) divided in two years, II and III year of the course: 210 hours and 6 credits in the 1st internship, 420 hours and 12 credits in the 2nd one.

# 1<sup>st</sup> INTERNSHIP

First part in classroom, 2 credits

The part in the classroom consists in 5 meetings; during the first meeting the students are informed on the procedures that they have to fulfill for the internship. During the second one they are guided by a methodologist to construct the three interviews for the next meetings. During the 3 last meetings they interview social workers who operate in different areas and bodies, The attendance is mandatory. At the end of the course, a final report will be written in small groups with individual personal reflections, which will merge into the final traineeship report.

# 1<sup>st</sup> INTERNSHIP

Second part in a public or private Body (140 hours corresponding to 4 credits).

The internship at a public or private sector takes place when the student and the supervisor social worker share the training project. It involves three main areas of competence:

The social and institutional areas related to the knowledge of the institutional and organizational context of the services where the experience takes place. An important aspect of the experience concerns in particular to know how the persons access to the social service.

Relational area concerning the motivational aspects, the emotional dimension and the ethical dimension of the aid process.

Technical-methodological area: during this experience the student, after having developed context knowledge and having experienced reading life stories, he can approach the contents of the profession through the study and analysis of the documentation with particular attention to "histories of life".

# THE AIMS OF 1<sup>st</sup> INTERNSHIP

The 1<sup>st</sup> internship is focused on the knowledge and deepening of the relationship between problems and resources, paths and operations that can be traceable in the individual life stories. The trainee student should be able to face up with the processes of categorizing the situations and also with the processes of differentiation and the individualization of the single story; both are necessary for the development of organizational and relational skills.

# 2<sup>nd</sup> INTERNSHIP

The 2<sup>nd</sup> internship is specifically focused on the relationship and the aid process. During this experience the student can get closer to the actual help process, through an individual relationship, under the supervision of a supervising social worker. The student has to:

- Acquire skills to analyse the functioning of contexts
- Develop a multidimensional thought in the relationship with the client, with the community, with the body of belonging, placing the professional action within this professionalism.
- Deepen the knowledge of the organization of a service and experience team work
- Exercise by the use of the technique of redefining the problem by constructing questions
- Experience the professional relationship of help by using specific methods and techniques
- Develop a reflective attitude on the relationship between theory and professional practices to learn how to implement a contextualized professional action, founded scientifically and methodologically.

# 2<sup>nd</sup> INTERNSHIP

These goals can be achieved through a first observation period, which is useful to be orientated within a service and its territory and through the relationship with the supervisor social worker who, should be guided by mentoring processes and coaching ones.

In this 2nd traineeship the student, while continues the learning path described, can identify and participate in a specific project that can become the basis for the thesis work.

# FINAL REPORT

At the end of the experience of each traineeship cycle, the student has to produce a final report, subscribed by the supervisor's social worker, that is an important reflection on the experience as a whole, on the behaviors, on the difficulties encountered and on the knowledge of the context in which the traineeship has taken place. This report will constitute one of the founding elements of the final discussion of each training period. In preparing the report, the student should pay attention, not only to the completeness of the analyzes and reflections on the aims of the internship, but also to the expositive form, where should be used a technical language. The discussion of the presented report will not take place if its form and content, are not considered suitable.

Thank you!

