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| <b>Course Code:</b><br>SOWK-440                                  | <b>Course Title</b><br>ICT in Social Services | <b>Credits/ECTS</b><br>6                      |
| <b>Department</b><br>Social<br>Sciences/Social<br>Work Programme | <b>Semester</b><br>Fall 2010                  | <b>Prerequisites</b><br>None                  |
| <b>Type of<br/>Course</b>  | <b>Field</b><br>Social Work                   | <b>Language of Instruction</b><br>Greek       |
| <b>Level of<br/>Course</b>                                       | <b>Year of Study</b><br>3rd                   | <b>Lecturer (s)</b><br>Dr Vasilios Ioakimidis |
| <b>Mode of<br/>Delivery</b>                                      | <b>Work Placement</b><br>N/A                  | <b>Co-requisites</b><br>None                  |

## **Objectives of the Course:**

The main objectives of the course are to:

- Present the fundamentals of designing and implementing Management Information Systems in human social service organizations
- Demonstrate the growing importance of integrated information technology in the management of social organisations and people and the changing relationship between information systems technology and social care professionals.
- Explain the steps involved in implementing an effective ICT.
- Analyze the variety of information sources and processes used in ICT.
- Acquire a working knowledge of the application of Information Technology to specific Social Service functions and to integrated Human Resources management.
- Comprehend the ethical and legal considerations in using ICT in Social Care Organisations.

**L e a r n i n g O u t c o m e s :**

After completion of the course students are expected to be able to:

1. recognize the importance of ICT in the function of Social Services
2. examine critically the main theoretical underpinnings of ICT approaches
3. analyze the different levels of technology use in Social Services
4. use the software applications related to case management
5. suggest and develop ICT strategies
6. utilize ICT in activism and issues human rights protection
7. reflect on their own values and feelings and be able to recognize the ethical considerations in relation to the use of IT in Social Services

**Course Contents:**

1. Project management- Mind mapping
2. Reflective practice
3. Privacy and confidentiality in the use of IT
4. Software and Hardware related to the activities of Social Services
5. ICT and social care management
6. Use of IT for activism, advocacy and empowerment.
7. Distant and blended learning
8. E government

**Learning Activities and Teaching Methods:**

Lectures, Practical Exercises and Assignments.

**Assessment Methods:**

Participation, Mid-Term presentation, final portfolio of assignments

**Required Textbooks/Reading:**

Package of handouts and written notes prepared by the lecturer

**Recommended Textbooks/Reading:**

| <b>Authors</b>                   | <b>Title</b>  | <b>Publishe</b>                      | <b>Year</b> |
|----------------------------------|---|--------------------------------------|-------------|
| Harlow, E., and Webb, S., (eds), | Information and Communication Technologies in the Welfare Services            | Jessica Kingsley Publishers, London. | 2003        |
| KapvSa5, Iwav.                   | ΊfrcptiaicE5 II6~xti5 (xoavwvia – yrvXoAoyia – 4aa8vxzao – aazaxrj yaazovia). | EicS. Iianai~rlorl, AOrlva           | 2007        |

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| Karls, J &<br>Wandrei<br>K. | <i>Εγχειρίδιο «Πλεύση».<br/>Το πρόσωπο στο<br/>περιβάλλον του.</i> | Α6~va: ΕΥριλντιica Γραμμαία. | 2005 |
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