



University of Nicosia, Cyprus

<b>Course Code</b> SOWK 410A	<b>Course Title</b> Welfare Law and Administration	<b>ECTS Credits</b> 6
<b>Department</b> Social Work	<b>Semester</b> Fall	<b>Prerequisites</b> Full progression
<b>Type of Course</b> Required	<b>Field</b> Social Work	<b>Language of Instruction</b> Greek
<b>Level of Course</b> 1 <sup>st</sup> Cycle	<b>Year of Study</b> 4 <sup>th</sup>	<b>Lecturer(s)</b> Despina Cochliou
<b>Mode of Delivery</b> Face-to-face	<b>Work Placement</b> N/A	<b>Co-requisites</b> None

**Objectives of the Course:**

The main objectives of the course are to:

1. Identify the structure and legislation for social welfare services and institutions.
2. Advance their knowledge of policy and administration as methods of practice in social work settings, and to be able to select appropriate strategies for promoting and implementing change.
3. Demonstrate a capacity to inquire about and assess the way organizations and policies hinder or promote client access to relevant services
4. Demonstrate beginning practice skills in the multidimensional roles of astute social work professionals in organizational and policy practice including:
  - a. leadership development
  - b. personnel supervision and management
  - c. ethical decision making
  - d. professional behavior
5. Establish an awareness, familiarity, and analytic perspective with regard to the following constructs:

- a. community
- b. administration
- c. clients; service needs; access and accountability
- d. program development
- e. structural disadvantage
- f. power, negotiation, use of influence

**Learning Outcomes:**

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

- Identify major theories of management and explain the relevance of their major principles to the management of nonprofit human service organizations
- Demonstrate knowledge of the organizational factors that indicate excellence in the management of human service agencies, including incorporation of social work ethics and values into the management of the organization
- Demonstrate the components of an organization and the ways in which they should be managed in order to achieve internal consistency and integrity
- Develop a plan for recruitment and selection of a diverse workforce, as well as plans for performance appraisal, staff development and training and termination of employees.
- Develop a plan for managing diverse employees and talents, including career planning for employees to move them up into higher level positions.
- Demonstrate ability to problem solve when faced with a number of administrative problems.

**Course Content:****Human Service Organisations**

- Organisational Structure
- Organisational Culture
- Designing Organisations

**Mapping the service environment**

- Components of the service environment
- Stakeholders & their interests
- Influencing the environment
- Needs & demands
- Working with your environmental map

**Management Control**

- Why control?
- The control loop
- Measuring & Comparing
- Taking control as a manager

**Management & Leadership**

- Managing & Leading
- Managing with style

**Values & Vision****Increasing Productivity & Effective Performance**

- Team working
- Training & Development Needs
- Dealing with poor performance
- Time Management

**The use of Information Technology in social services management****Managing Outcomes for Service Users**

- Purposes & Outcomes
- Service User Participation
- Working across boundaries

**Learning Activities and Teaching Methods:**

Lectures, Group and individual assignments.

**Assessment Methods:**

Homework, Mid-Term, Final Exam.

**Required Textbooks/Reading:**

Authors	Title	Publisher	Year	ISBN
Martin, V., Henderson, E.	<i>Managing in Health and Social Care</i>	Routledge	2004	

**Recommended Textbooks/Reading:**

<b>Authors</b>	<b>Title</b>	<b>Publisher</b>	<b>Year</b>	<b>ISBN</b>
Brody, R., P.	<i>Effectively Managing Human Service Organizations</i>	Sage	2004	
Kettner, P.	<i>Achieving Excellence in the Management of Human Service Organisations</i>	Allyn and Bacon	2002	