

FAMILY STAR

FAMILY STAR

- F - FLEXIBLE
- A - ASSERTIVE
- M - MINDFUL
- I – INDEPENDENT
- L - LOVED
- Y - YOGISTIC

- S – SET GOALS
- T – TIME MANAGEMENT
- A - ACTION
- R – RISK MANAGEMENT AND RESULTS

FAMILY STAR programme consists of various strategies developed for the Social Workers and Social Care Workers in Poland, UK, Ireland.

The tools, tests, forms, templates, cards, questionnaires are widely used to support parents/ careers and their families by local authorities and voluntary sector services.

Tools and resources can also be used to capture the voice of clients' perspective and needs. This method enables Social Workers and Social Care workers to be more efficient in their work with no place for being subjective. Rich content developed during this project will give workers and clients the effect of synergy alongside effective parenting strategies.

Social workers and social care workers will be required to use the same tools.

FAMILY STAR development collaborators

FAMILY STAR method will help to look differently at the social assistance for a client through properly constructed forms and questions, as well as the assessments developed by and for the social assistance client and worker. It is an innovative

method due to the nature of the documents used and the win-win approach. This method requires a partnership. There is no place for inequality. A social worker and social care worker must be equally satisfied with the work done and the plan created, so that there is no discomfort from the work being done by the worker. This will ensure effective overcoming of burnout, which often affects workers in this industry. Also, the client must be equally satisfied with the work done and the plan created, so that there is no discomfort from the work being done by the client. This will ensure effective overcoming of burnout of the workers, which often affects Social Care field.

An international group of experts, representing three partner organizations and working in the social assistance sector, dealing with education and training of adults will develop a competence standard (FAMILY STAR) for a social worker:

- Social Worker
- Family support worker assistant,
- Social worker assistant

The standard will include:

- Tools facilitating independent diagnosis of employee competences and skills, used to identify competence gaps and selection of appropriate teaching methods and educational path,
- Social assistance worker model - a list of competences that the social assistance worker should have,
- Educational path how to become a Social Worker in Poland, UK and Ireland
- Educational path how to become a social care worker in Poland, UK and Ireland

A structure has been planned for the developed standard with the following components:

- terminology used,
- structure and hierarchy of professional competences / qualifications,
- the way the standard is coded and reference to other national classifications, standards, European Qualifications Framework and National Qualifications Framework,
- taking into account the legal regulations for practicing the profession in Poland, UK, Ireland,

- description of the profession through occupational tasks and laws in Poland, UK, Ireland,
- description of the profession through qualifications and their components,
- assessment of the detail level of the description used,
- data sources on competence / qualification requirements.

The methods and organization of research is a comparative analysis that was carried out in partner countries. The comparative research will use the document research method (desk research) as the basic method and the expert method - as the supportive method.

The developed catalog of employee competences together with the directors of Powiatowe Centrum Pomocy Rodzinie (County Family Support Centre PCPR) and its subordinate and partners institutions with the participation of a British and Irish organizations will help its users to acquire the competence of effective work with family and with individual clients, help to look at the behavior of a young person from the right perspective, respond to his needs and help him in dealing with difficult situations.

The materials will indicate the necessary skills and knowledge development, that should be mastered by the user in order to be able to work using the FAMILY STAR method on a regular basis.

The learning objectives - learning outcomes in line with the qualification description standard - will also be described in detail and explained, how to use all the tools.

The standard will have a flexible structure, and its modules and modular units can be updated (modified, supplemented or replaced), without destroying the structure of the standard, to adapt the content to make possible corrections and further additions.

Thanks to this:

- the educational process (teaching and learning) will be focused on achieving specific, measurable learning outcomes in the form of knowledge, skills and social competences enabling the performance of specific professional tasks,
- the principle of transfer of knowledge in lifelong learning sector, skills and social competences previously acquired by the participants in the course of formal, non-

formal and informal learning in the work environment will be widely used and implemented via cascade training at work.

FAMILY STAR will contribute to the improvement of services rendered due to the innovative PCPR employee evaluation system and the client's work standard but also for UK Butterflies and EDU Smart while working with a Polish Client and collaborating the international multitasking approach.

The following products / Tools / Resources are developed:

- a detailed description of the method after making adjustments to increase its universality in Polish and English,
- sample case studies and the application of the method in various problem situations when working with a dysfunctional family, including the problem of addiction, prostitution, domestic violence, socially excluded people and people at risk of exclusion,
- a training program for Social Workers and Social Care Workers, family coordinators, Social Worker Assistants
- multimedia educational materials (standardized documents, FAMILY STAR forms, exercises, tasks, individual work cards, multimedia presentations and others).

The diagnostic and assessment documentation used in the United Kingdom along with the documentation used in Ireland will be modified to allow its use in Poland and other European countries where the system is not as developed as in the UK and Ireland. Creating flexible official documentation for the employees of PCPR and its subordinate units will contribute to an increase in employee efficiency, save time (time management), reduce stress and frustration of employees who are concerned about whether a self-prepared template of documents has been properly prepared and if there is no subjective reflection.

FAMILY STAR helps to ensure order and allow all employees to use one document template without having to create documentation according to their own ideas. Creating a set of documents for social workers, family assistants, family coordinators will also contribute to preventing burnout; aims to fundamentally change the mood,

level of concentration, ability to establish and maintain positive relationships with the client, and the feeling of empathy, which is often disabled in employees at risk of burnout. Also, what is very important in the FAMILY START approach, is the win – win partnership between the worker and the client.

The developed FAMILY STAR toolkit will include:

- Risk assessment - security form before a home visit - for an employee (an employee before a home visit must establish the risk while going for a home visit. It can be done by a telephone conversation. This tool will increase/ decrease the security and concern level before visiting a family at home, e.g. whether the perpetrator of violence is at home, or is there a weapon at home, who lives at home, whether there is a dog or other animals on the property, what is the character of the area. Goal: risk assessment before visiting the client's home)
- Model tool of diagnosis and assessment for the work carried with a family - assessment of family eligibility for help and referral to the right service.
- Model tool for working with an individual - diagnosis of assessment of the eligibility of an individual for help
- Model tool for working with a child - diagnosis of assessment of a child's eligibility for help
- Model tool for working with an independent youth who leave a foster family, an orphanage, social care, an educational institution
- Model of work plan with the family
- Model of work plans with an adult
- Model of work plan with a child
- Model statements for working with families, individuals, young people becoming independent (consent to data processing (GDPR), sharing information with a social worker, family assistant, doctor, police and specialists directly related to the situation of a given family or individual)
- Diagnosis of family needs - to be completed by the family

- Diagnosis of family needs - to be completed by a worker
- Common assessment of family needs – to be completed by the family together with the worker.
- Assessment of the needs of the individual - an adult - is completed by an adult
- Assessment of the needs of the individual - an adult - is completed by a worker
- Common assessment of the needs of the individual - an adult - is completed by an adult together with a worker collectively. The consensus for further work must be reached.
- A document used for periodic assessment of the family’s current situation,
- A document used for periodic assessment of the individual’s current situation,
- A document used for periodic assessment of the youth’s current situation,
- A document used to monitor a journey of the family, the individual’s, the young people while working towards a change and / or becoming independent
- Agreement on the principles of cooperation between a social worker and a family assistant
- Template of the opinion to court in the event of such as need
- Catalog of competences of a Social Worker and Social Care Workers in PCPR and subordinate institutions
- Worker evaluation form – completed by the client (Feedback and evaluation form)

FAMILY START SUMMARY

Significant policy changes and the number of Poles living in the UK and Ireland, the increasing number of immigrants living in Poland, brought the legal protection of the title ‘Social Worker’, which shifts in the educational requirements for social work from diploma-level to degree-level, recognition of the need for national regulation of Social Workers and social care workers.

Depending on individual’s point of view, these developments can be seen as enhancing professionalism (which, after all, is usually stated as the intention of such

policy measures). Alternatively, the increased government control of social work – such as inspections and prescribed procedures - can be interpreted as undermining professional skills, expertise and autonomy.

FAMILY START is a programme for professionals to help to be ‘updated’ with an increasing fragmentation of social work into a series of distinctive tasks or roles - such as child protection, adult mental health or working with disabled people - potentially diminishes collective professional identity.

Our work on this topic has led us to consider social work professionalism as a shared endeavour, with common values, norms and culture, in which - despite initial appearances - we are all engaged together.

Key areas of skill

We have identified certain key areas of skill that we consider to be important for autonomous professional practice across all social work roles:

FAMILY STAR

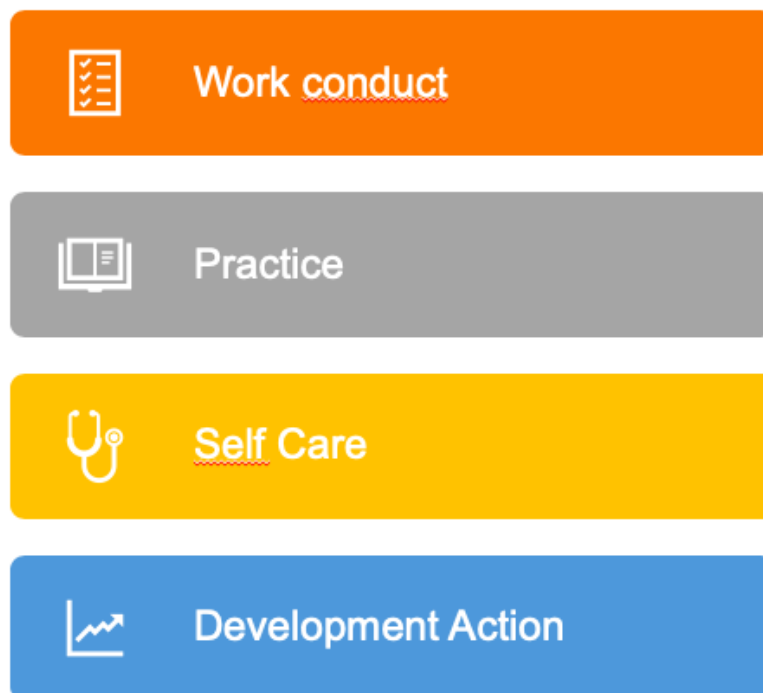
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These areas are best thought of as ‘organising themes’ for thinking in a holistic way about professional skills. Being flexible for example means that the Social Workers and Social Care workers should be able to adapt the best strategies for a client and the client’s family. This means creating an environment with “flexible scheduling, lots

of continuing education, self-education, identifying opportunities for growth and development, increasing time off, and including self-care not only for a client but also for the worker. It is important, that the worker treats the client as a partner. There is no place to patronise the client. Flexibility is a way for social service professionals to balance activities and preserve longevity and happiness in both their relationships and their careers. To do this, they need to accept that it is OK — and actually essential — to put client's needs first by setting the goals that the client will be able to meet.

FAMILY STAR covers specific areas of social care workers' skills which are essential to enabling families and individuals to thrive and in line with the Family Centres initiatives:



This includes:

- Ø Skills
- Ø Knowledge
- Ø Interviewing
- Ø Engagement
- Ø Assessment
- Ø Analysis
- Ø Physical health
- Ø Advocacy
- Ø Your well-being
- Ø Meeting emotional needs
- Ø Inter-disciplinary/Multi-disciplinary working
- Ø Keeping your children safe
- Ø Social networks
- Ø Recording
- Ø Education and learning
- Ø Boundaries and behaviour
- Ø Family routine
- Ø Home and money
- Ø Progress to work
- Ø Care Planning
- Ø Workload Management

FAMILY START has been specifically designed for social services focusing on resolving conflict between parents, children, couples including families in poverty, with addictions, where the domestic abuse or violence has place.

This can include mediation and self- development with a specific focus on the well-being and effective parenting.

FAMILY START is a holistic tool which can be improved any time.

FAMILY STAR

TOOLS
FOR SOCIAL WORKERS
AND
SOCIAL CARE WORKERS