

SCDSW5

Manage ethical issues, dilemmas and conflicts



Overview

This standard is for social workers working with individuals, families, carers, groups and communities. The complex situations encountered by social workers often present issues, dilemmas and conflicts that have a strong ethical dimension. These may arise from tensions between rights and responsibilities, between risk and protection, between assessed need and available resources. The standard addresses the cycle of research, reflection, action and learning in the context of ethical decision-making.

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Performance criteria

You must be able to:

- P1 recognise ethical issues, dilemmas and conflicts that arise in the course of social work practice
- P2 review sources of information and knowledge that can inform professional judgements about ethical issues, dilemmas and conflicts
- P3 reflect on how your own values and experiences may impact on managing ethical issues, dilemmas and conflicts
- P4 make professional judgements taking account of ethical issues, dilemmas and conflicts
- P5 support others to understand how ethical considerations may have affected decisions made
- P6 evaluate outcomes of how you have managed ethical issues, dilemmas and conflicts to inform your future practice

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Knowledge and understanding

You need to know and understand:

- K1 National legislation, its relationship to **policies** and social work practices
- K2 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K3 The characteristics of the home nation, its language, culture, geography and institutions
- K4 Theories underpinning our understanding of human development and factors that affect it
- K5 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K6 Theories of discrimination in contemporary society
- K7 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K8 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K9 Principles, theories, methods and models of social work intervention and practice
- K10 **Factors** commonly associated with social work involvement
- K11 Your own background, experiences and practices that may have an impact on your social work practice
- K12 Principles of risk assessment and risk management
- K13 Principles of positive risk-taking
- K14 Techniques for problem solving and innovative thinking
- K15 Principles of conflict management
- K16 Assessment and planning tools and frameworks
- K17 The cultural and language context of the individual, family, group or community
- K18 Principles of partnership working with individuals, families, carers, groups and communities
- K19 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K20 Indicators of potential harm or abuse

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- K21 Common features of perpetrator behaviour
- K22 Indicators of hostility, resistance or disguised non-compliance
- K23 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K24 Principles of reflective practice, critical thinking and learning
- K25 Processes and requirements for formal supervision within your own organisation
- K26 How and when to access informal support in the course of practice
- K27 Sources of feedback that may inform reflection on practice and critical thinking

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Additional Information

Scope/range

Social work practice with individuals, families, carers, groups and communities in a wide range of contexts including statutory and non-statutory social services, community development, criminal justice and educational welfare

Scope/range related to knowledge and understanding

Policies may include those relating to social care, safe-guarding, re-settlement/community re-integration, criminal justice, migration and asylum, education, health, housing, welfare benefits, diversity, discrimination and promoting the independence and autonomy of adults, children, families, groups and communities

Factors may include substance misuse; mental health; frailty; physical ill health; physical disability; learning disability; sensory needs; migration and asylum; poverty; adults or children at risk of harm or abuse; children in need; difficulties around schooling; ethnic or other minority group status; offending behaviour; public protection

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Values

Adherence to the regulatory codes of practice applying to social workers, and the values embedded in them

Skills

- 1 Communicate in an open, accurate and understandable way
- 2 Adapt communication for a range of audiences
- 3 Facilitate each person's use of language and chosen form of communication
- 4 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 5 Work effectively with those whose views or values conflict with your own
- 6 Negotiate with others to achieve agreement in complex situations
- 7 Challenge others when necessary, in ways likely to achieve change
- 8 Apply critical thinking to information from a range of sources
- 9 Analyse and synthesise complex information
- 10 Apply creative thinking to resolve complex problems
- 11 Make professional judgements about complex situations
- 12 Use your own interpersonal and other skills and knowledge as a resource
- 13 Apply person centred approaches
- 14 Balance person centred outcomes and the well-being of others
- 15 Exercise assertiveness, power and authority in ways compatible with social work values
- 16 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 17 Access and use professional supervision and support in situations beyond your own knowledge or experience
- 18 Use research skills
- 19 Apply critical thinking to reflect on your own practice
- 20 Synthesise knowledge and practice

Links to other NOS

This NOS underpins all other Social Work NOS.

External Links

This NOS links with regulatory codes of practice applying to social workers.

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