



**The University of the West Indies Open Campus
Consortium for Social Development and Research
SOCIAL WORK TRAINING AND RESEARCH CENTRE**

Digital Social Work Workshop



Modality

Online



Duration

8 hours



Certificate

Participation



Cost

\$15,000 (JMD)



Start Date

July 27, 2022



Continuing Education Units

None

Overview

This workshop is primarily designed to strengthen the capacities of current and aspiring social workers to transform their practices through the effective utilisation of technology. Participants will be introduced to diverse digital, online, and other forms of electronic social services. The issues of access and equity, greater flexibility and ethical considerations will be addressed in the workshop to ensure that the mandate of serving the vulnerable and enhancing their welfare is achieved.

Learning Outcomes

At the end of this workshop, participants should be able to:

1. Use digital technology to manage their time and clients
2. Deliver relationship-based services in technology-mediated practice
3. Integrate online tools in the assessment and evaluation of individuals
4. Develop skills to recognize and minimise potential ethical dilemmas



open.uwi.edu/swtrc



swtrc@open.uwi.edu



(876) 927-2478



12 Gibraltar Camp Way, Mona, Kingston 7, Jamaica

Workshop Structure

This workshop is designed to be delivered as an 8-hour contact module. The workshop is taught through a mix of practical activities, theory, group work and case studies. The following topics will be covered:

- 1. Impact of Digital Technologies in Social Work**
- 2. Standardisation of Social Work Technologies**
- 3. Relationship-based Practice**
 - Initiating, maintaining and enhancing relationships
 - Engaging with families, friends and caregivers
- 4. Digital Social Work in Practice**
 - Online Counselling
 - Telephone Counselling
 - Video Counselling
 - Cybertherapy (Avatar Therapy)
 - Self-Guided Web-Based Interventions
 - Electronic Social Networks
 - Electronic Communication Channels (e-mail, text messages, social media)
 - Research
- 5. Ethical and Risk Management Issues**
 - Data Security
 - Data System Failure
 - Digital Inequalities
 - Client Integrity and Privacy
 - Code of Ethics
 - Augmentation (Editing of Recording)

Assessment Structure

Students will be assessed using individual and/or group work in-class assignments.

Workshop Schedule

| Time | Topics |
|-------------|---|
| 9:00 am | Welcome and Overview |
| 9:15 am | Icebreaker |
| 9:30 am | Impact of Digital Technologies in Social Work |
| 10:30 am | Standardisation of Social Work Technologies |
| 11:00 am | Relationship-Based Practice |
| 12:00 pm | Lunch |
| 1:00 pm | Digital Social Work in Practice <i>Experiential exercise:</i> |
| 3:00 pm | Ethical and Risk Management Issues |
| 4:00 pm | Closing and Evaluation |

