

## Chapter 9

### Social Work Functions and Roles

#### Chapter Summary

The paradigm presented in this chapter conceptualizes social work practice as a way of understanding the generalist perspective and a way of operationalizing interactions with clients. This framework reflects the idea that accessing, processing, communicating, and utilizing information are critical. Practice activities are grouped around the functions of consultancy, resource management, and education, all of which focus on exchanges of information. In effect, generalist social work practice involves interventions at multiple system levels through the application of appropriate function-based roles and strategies. Building on the tenets of empowerment, the chapter details social work roles and describes practice strategies for work at all system levels in relation to these three functions.

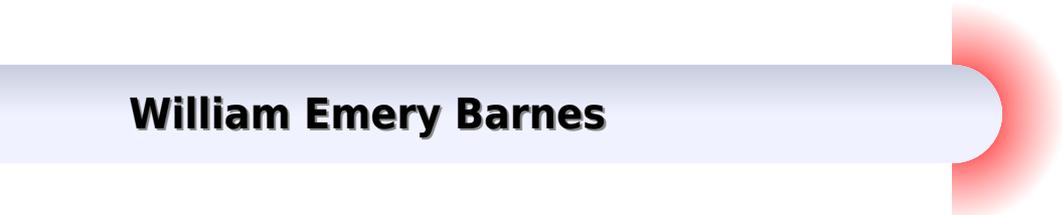
Through roles and strategies associated with consultancy, clients and social workers address personal, family, organizational, community or societal problems with clients at all system levels. With microlevel clients – individuals, families, and small groups – the enabler role incorporates counseling strategies that generate change. At the mezzolevel, the role of facilitator focuses on organizational development. The macrosystem role of social planner comprises strategies for research and planning to initiate macrolevel change. Finally, with the system of the social work profession, the colleague-monitor role provides collegial support and peer review to improve the competence of practitioners and to strengthen the profession as a whole.

Vasted activities, such as helping clients obtain resources, coordinating the delivery of services, and initiating new policies and programs, all reflect the resource management function of social work. At the microsystem level, social workers use case management strategies to carry out their broker and advocate roles. With mezzolevel clients, the convener and mediator roles network elements of social service delivery. As mobilizers who activate change at the macrosystem level, social workers seek to reallocate societal resources through structural and institutional change in the sociopolitical arena. Finally, the catalyst role reflects the commitment of members of the social work profession to work together and with other professionals as catalysts to eliminate oppression and social injustice in service delivery.

Through their education function, social workers provide clients with much needed information. Such exchanges of information facilitate decision making, enhance competencies, promote prevention, and improve access to resources. Education roles encompass social work activities at all system levels. The teaching role expands microlevel clients' base of information through learning strategies. At the mezzolevel, the trainer role facilitates staff development. At the macrolevel, the outreach role uses community education strategies to provide information to the general public. Finally, with respect to the professional system, social workers as researchers and scholars share their research findings and practice wisdom with other professionals.

# D Reading Study Work Chapter 21

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