Title page

Interpersonal skills

Agency profile

The agency is working to offer social services to the children who belong to the deprived families. Different services offered by the agency include provision of financial care, shelter, medical service and mental health facilities including counseling and behavioral therapies.

Collaborative care model is adopted for addressing the needs of the child. The social worker will work for strengthening existing collaborative relationships between worker-client, worker-colleague, worker-agency and worker-community. Collaboration in social work will focus on capturing the needs of social workers, professionals, agencies, client systems and communities. Adoption of collaborative practices will permit social workers to address the issue of child protection more practicality. One of the critical issues faced by social workers is finding adequate childcare for the kids. It is linked with the issue of economic instability that results from ongoing. The social workers need to transform the agenda process for providing better survival and growth opportunities for the children of low-income families. Social workers need to establish connections with the people involved in the similar initiative by connecting globally. Social work is defined as "social work is committed to rights and justice; and that it exists to assist, support and enable those who suffer from the negative effects of social inequalities. Social work has a function of social integration; it is also widely seen as having the function of dealing with failures in other policy areas such as crime, health or education” (Jones & Truell, 2012). The profession of social work is linked with maximizing the well-being of children.

Through collaborations among social service agencies it would be possible to provide better childcare facilities to deprived children. Poverty influence the behaviors of poor children and studies depicts the association of high-quality child care facilities with behavioral development among poor children (Mago, et al., 2013). Sometimes parents or relative enforce their children for labor that makes it more complex to gain approval from the state agencies (Fothergill & Peek, 2015). This poses challenges for the agency to perform its responsibilities more effectively. The agency stresses in interpersonal collaboration among social workers is an important factor as it allow them to overcome the barriers in responding to the problems of children.

Client’s profile

Rosie is a 9 years old girl who lives in a small two-room apartment. He mother has separated from her actual father and works hard for taking care of her financial expenses. Rosie has been unable to pay attention to her school work and remains absent most of the time. She lives in deprived and unsatisfactory living conditions. The house is small and not appropriate for her. Her mother is unable to take care of her health and other responsibilities due to her financial incapacity.

The home is a messy place because things are scattered all around. There is a dog in the bedroom and he moves freely in the home. He has direct encounter with the kitchen and everything of the house. The kitchen is also messy and represents unhygienic conditions. The kitchen is untidy and things are scattered all around. The dog moves freely inside the kitchen and has direct contact with everything. There is no food in the fridge or milk. Rosie is raised by a single-parent mother who has to leave the home in morning. There is no one in the house who could take care of the child and she lives on her own.

The academic performance of Rossie is also below average because her grades are low that reflects her learning incompetency. She is not able to focus on her studies and her teacher complaints about not completing her homework. Rossie don’t receive proper time from her mother that also reflects the complex nature of mother-child relationship.

Eco-map

The eco-map include symbols, stressors and strengths and the factors that makes the relationship vulnerable. The interpersonal skills required for dealing with the client include; Communications, empathy, leadership, caring, listening and negotiations. These interpersonal skills are identified as the strengths of the social worker who has to handle the troubled client.

Goals

1. To provide better development opportunities to thee child.
2. To offer immediate financial and emotional help.
3. To provide counseling and other services that promotes overall well-being.

The social worker must possess effective communication skills that are seen as one of his strength. This is required for communicating with the child in effective manner and conveying the message. This includes both verbal and non-verbal skills. The non-verbal skills include facial expressions, body language and postures. The agent must exhibit positive facial expressions that include smile and eye contact.

Another strength include adoption of empathetic behavior towards Rossie. The social worker will show empathy towards client because it will promote positive feelings and have significant impact on her overall development. This can be seen as a strength because it leads to development of positive relationship between the client and the agent. This is required for helping the child to overcome her feelings of helplessness (Votruba-Drzal, Coley, Maldonado-Carreño, Li-Grining, & Chase-Lansdale, 2010).. The trait of empathy suggests that the social worker must listen to the client attentively and attempts to uncover the issues encountered by her. This will bring her to a point where she will build trust with the social worker and share her feelings with him. The attributes linked to empathy include care, compassion, kindness, patience and respect. The social worker will show respect and treat the patient with dignity. This will have positive impact on her overall development.

Another strength possessed by the social worker for treating Rossie include leadership. This will allow to take efficient and timely decisions for the better of the child. The social worker will use critical thinking for identifying the reasons behind the issues faced by Rossie. He will also adopt problem solving skills for dealing with the child and providing appropriate solutions. This involve providing mentoring and counseling to the child by making her realize her problems. This also involve developing trust between the social worker and the child. Positive reinforcement is a positive attribute linked with leadership (Ambrose-Miller & Ashcroft, 2016).

The social worker possess another strength that is active listening. This is required for understanding the child and findings the problems that lie in the subconscious. The social worker will manage to give proper attention and listen to the clients. Negotiations is also adopted for dealing with Rossie. It allow social worker to engage the client in the discussion and give her time to share her problems. This will create interactive environment and is linked to the positive development of the child (Mago, et al., 2013).

Another strength exhibited by the social worker is positive attitude. This is important for promoting a positive and healthy relationship between the client and the social worker. Positive attitude is crucial for building rapport and socially interactive environment. Friendly behavior and humor are also important aspects of positive attitude. Friendly relationship is dependent on the positive attitude. This reflects that the social worker will not discourage the client at any cost and make her feel part of the development plan. These interpersonal skills will have positive impacts on the overall development of the child and will be effective for overcoming her mental and other problems.

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