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.
SCDSW5
Manage ethical issues, dilemmas and conflicts

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