

Principles of Social Case Work

Social case worker has to deal with persons having problems of varying nature, different personalities, different behaviors and different situations. Due to the dynamic nature of human behavior, he has to use different approaches & methods for the solution of problems. However, there are some well-recognized general principles which serve as guidance to every case worker. These principles are as under:

Principle of Request:

This principle is mostly used in western countries in case work method. In actual practice, social case work is started through the usage of this principle. Request from client side for solution of his problem is first contact between case worker and client. We can understand this principle in such a way that when an individual having some problems fails to solve his problems by his own efforts, he goes to an agency or case worker for solution of his problems. He requests through application or through verbal discussion. In cases of emergency, this principle is not followed by case worker.

Principle of Acceptance:

The relationship between a case worker and a client emerges under two diverse conditions. After the first introduction, the client attempts to weaken the interview due to his psychological tensions. On the other hand, social case worker tries to strengthen the interview with the help of his experience and professional skills. At the time of preliminary interview, the client suffers from inferiority complex. Under such condition the social worker provides him full sympathy and dignity. He takes keen interest on his problems. Consequently, the client reveals many facts which help to understand the solution of his problem. Thus, the principle of acceptance is based on the basic assumptions of humanitarianism. One of the most commonly used term in social work is acceptance. The principle of acceptance implies that social case worker must accept and acknowledge his client with respect and dignity. Warmth, courtesy, listening, concern, interest, fairness and willingness to enter and share life experiences are necessary for proper acceptance.

Principle of Communication:

Communication is a process through which the ideas and thoughts of one person reach to another person. Throughout the ages, communication has served to bring man and man together, has helped him to understand his fellow being. Case worker and client communicate their ideas and views to each other. At the start, client does not provide his secret information so long as he is not able to know their proper utilization. When he realizes the sympathy and interest of the case worker, he discloses many facts with regard to his problem. Thus, the principle of communication reveals to that situation in which the client and the case worker are attached with a professional relationship.

Principle of Individualization:

In case work, the client and the case worker enter into a close relationship. But all clients do not face similar problems and circumstances. Besides in same cases, the problems of clients are similar, but the factors involved in their causation entirely differ from each other. Similarly, the individual capacity of a client requires a differential treatment. In fact, a common and general treatment is not sufficient for all types of clients. Thus the principle of individualization is based on the treatment of each client as an individual. So, a case worker should treat with his client as an individual with different thinking, feeling and emotions.