

UNIVERSITY OF SWAZILAND

FACULTY OF SOCIAL SCIENCES

DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

FINAL EXAMINATION MAY 2016

COURSE: PROFESSIONAL DEVELOPMENT AND SUPERVISION IN  
HUMAN SERVICES

COURSE CODE: SWK238

TIME ALLOWED: 2 HOURS

INSTRUCTIONS: SECTION A IS COMPULSORY  
ANSWER ANY TWO QUESTIONS IN SECTION B

TOTAL POINTS: 100 POINTS

THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY  
THE INVIGILATOR

## SECTION A (Compulsory)

### QUESTION 1

*Choose the best answer*

- i. *A worker tells her supervisor that she does not want to be assigned a particular case. The supervisor's **BEST** response is to:*
  - A. Respect the worker's request and assign the case to a different worker.
  - B. Warn this worker that her request is unethical and require her to accept the assignment.
  - C. Assign the case to a different worker and place a note in this worker's file about her request.
  - D. Help the worker examine her feelings about the assignment before deciding whether to encourage her to take the case.
  
- ii. *According to the respondeat superior doctrine (and the principle of vicarious liability), who is **ULTIMATELY** responsible when a supervisee harms a client?*
  - A. The agency's executive director.
  - B. The supervisee himself.
  - C. The supervisor.
  - D. All the supervisors employed at his agency.
  
- iii. *Which of the following is/are objectives of evaluating the job performance of social workers at an agency?*
  - A. To provide information to support administrative decisions about raises, promotions, retention, and the like.
  - B. To improve the outcome of agency services.
  - C. To enable workers to improve their job performance.
  - D. All of the above.
  
- iv. *A supervisor's "functional" power would depend on which of the following?*
  - A. Her ability to control rewards.
  - B. Her expertise and relationship skills.
  - C. Whether she has the authority to mete out "punishments."
  - D. Her skills as an administrator.

- v. *A new worker fails to comply with agency policy because he doesn't understand what he's supposed to do. His supervisor's **BEST** response is to:*
- A. Meet with the worker to discuss the problem and issue a verbal warning.
  - B. Temporarily reduce the worker's caseload so that he has time to study agency policy more closely.
  - C. Meet with the worker to clarify the policy and explain what is expected of him.
  - D. Issue a verbal reprimand in a private meeting with the worker.
- vi. *Evaluations of workers' job performance should:*
- A. Focus on recurrent patterns of behavior in job performance.
  - B. Emphasize performance deficits so that workers can improve.
  - C. Focus primarily on outcome, as measured by improvements in clients' social functioning.
  - D. All of the above.
- vii. *In peer group supervision:*
- A. Workers from the same work group meet voluntarily to identify, analyze, and solve work-related problems.
  - B. The supervisor is responsible for leading the group but the peer group sets the agenda for group meetings.
  - C. The supervisor is a team member who serves as consultant.
  - D. Workers at the same agency meet regularly without a leader to review cases.
- viii. *Which of the following is usually a key concern of supervisors of community organizing?*
- A. Workers' loyalty to the agency.
  - B. Finding opportunities to observe workers' performance.
  - C. Scheduling conferences to review cases.
  - D. Preventing workers from using agency resources for community efforts.
- ix. *A supervisor at an agency is likely to do all of the following, **EXCEPT**:*
- A. Tell workers about policy changes.
  - B. Tell administrators what workers need to do their jobs more effectively.
  - C. Side with workers over administrators in most disputes.
  - D. Make sure workers comply with agency policy in their work.

- x. Which of the following is **NOT** true about consultation?
- A. The consultant does not have administrative authority over the worker.
  - B. It has a supportive function intended to enhance a worker's job satisfaction.
  - C. The worker can reject the consultant's suggestions.
  - D. A supervisor may serve as a consultant for her supervisee on a difficult case.

**Total: /30**

## **SECTION B**

*Answer any TWO questions*

### **QUESTION 2**

Discuss the importance and benefits of cultural competence in social work supervision.

**Total: /35**

### **QUESTION 3**

Supervision highlights responsibilities to clients, professionals and the community. Discuss these responsibilities in light of the functions of supervision.

**Total: /35**

### **QUESTION 4**

Examine the models of supervision as proposed by Kadushin (1992)

**Total: /35**

### **QUESTION 5**

Loughry and O'Donovan (2000) claim that there are four parties who benefit from the supervision process: the supervisee, the supervisor, the organization (i.e. social work agency) and the service user. Discuss how these parties benefit from the supervision process.

**Total: /35**

### **QUESTION 6**

Using examples examine the social work ethics that relate to social work supervision and professional development.

**Total: /35**