

C. School of Social Work Policies

A. Policy Governing Professional Suitability in the School of Social Work

The Canadian Association of Social Work Education (CASWE) requires the School of Social Work to have in place procedures for assessing the readiness of their students for professional practice. St. Thomas University has developed the following policy to be invoked when there are concerns related to a student's professional readiness.

1. Scope and Purpose

All students in the Bachelor of Social Work program are expected to demonstrate attitudes, values, and conduct that are consistent with the Canadian Association of Social Workers' (CASW) and the New Brunswick Association of Social Workers' (NBASW) Codes of Ethics during classroom participation, through written assignments, in presentations, in field contexts, and outside of the classroom. Further, all students are expected to perform to at least the minimum acceptable level of standard set for them in each portion of this academic program. Together, these elements can be defined as "professional readiness for social work practice."

The purpose of this policy is to assist faculty in evaluating student readiness for professional social work practice, and to outline a fair and transparent process for addressing concerns about a student's readiness.

All students at St. Thomas University are required to comply with University policies. Students enrolled in our professional programs have additional responsibilities regarding personal and professional readiness through compliance with specific School of Social Work policies included in the University Calendar and in the School of Social Work Student Handbooks.

2. Lack of Readiness Leading to Deferred or Denied Field Placement

To ensure that the interests of Social Services users are a first priority, and to provide the best professional training possible, the following procedures will be followed in the case of a deferred or denied field placement:

a) Deferred Field Placement (Self-Identified)

A field placement may be deferred if the student submits a written request, with supporting documentation citing substantial medical or compassionate reasons, to the Director of the School of Social Work.

b) Denied Field Placement (School-Identified)

When a student is deemed by the School not ready to begin a field placement, the onus is on the student to demonstrate readiness by adequately addressing the concerns that led to the denial.

When the School of Social Work denies a field placement, the Director will:

i) Meet with the student to discuss the concerns that have led to the denial, and co-develop a plan to resolve them, including measurable indicators outlining the progress the student must make and the time frame within which the concerns must be addressed.

- ii) Document dates and content of all meetings with the student.
- iii) Provide the student with written documentation that outlines the plan, including the timeline and indicators of progress.

When the concerns have been adequately addressed to the satisfaction of the School, arrangements for a field placement will be undertaken. When the concerns have not been met, the School will proceed to a Readiness Review, as outlined in Section 4 of this policy.

3. Circumstances That May Result in a Readiness Review

Students must be aware that their behaviour outside the University and social work practice environments, including certain aspects of their personal lives, may have an impact on their readiness for practice.

The onus is on the student to demonstrate readiness for professional social work practice to the satisfaction of the School of Social Work, including, but not limited to, interactions with peers and University faculty and staff; comprehension and integration of academic course content; and practical learning and field placements.

This policy is to be applied when there is concern about a student's readiness for professional social work practice. The following is a non-exhaustive list of circumstances that may raise concerns about professional readiness and trigger a review process:

- evidence of a violation of the Professional Code of Ethics of the New Brunswick Association of Social Workers (NBASW) and/or the Canadian Association of Social Workers (CASW), of the New Brunswick Human Rights Act, of St. Thomas University policies or regulations, or of School of Social Work policies outlined in the Student Handbooks;
- evidence that concerns leading to a denied field placement have not been adequately addressed to the satisfaction of the School of Social Work;
- attempts to gain advantage or deceive, through falsification, forgery, plagiarism, or misuse of any record or document;
- harassment, or any threat, intimidation, or attempt to harm another person;
- persistent substance use, legal or illegal, that interferes with the student's ability to function within a professional context;
- a physical or mental condition which impairs essential social work performance, recognizing that reasonable accommodation for the special needs of individuals is required by the New Brunswick Human Rights Act¹;
- evidence that behaviour or attitude has interfered with the student's ability to work with others at the School or in the field agency;

¹ Reasonable accommodation, as defined by St. Thomas University, entails adjusting a course, program, policy, procedure, or the physical environment adversely affecting a student, without compromising academic integrity or changing the essential educational requirements of the program. Having prior knowledge of any required accommodations generally results in students having a greater likelihood of success in the Social Work program.

- lack of openness to the principles of anti-oppression and anti-privilege social work practice;
- lack of openness to the beliefs and perspectives of others;
- evidence of a conviction due to a violation of the Criminal Code of Canada;
- failure to disclose pending criminal charges;
- failure in, or failure to complete, one or more courses in the program, including the field practicum;
- failure to adhere to the attendance policy of the School and/or the field agency.

4. The Review Process

Depending on the nature of the infraction, the School of Social Work reserves the right to proceed with a review at any point in the student's program, and the Field Instructor² has the right to bypass the review process and terminate the placement at any point.

The review process is designed to assist students in dealing with concerns that have an impact on their performance in the School. All parties, at all stages, will respect the confidentiality of information that may be disclosed during the review process. Documentation of the process will be placed in the student's file in the School, and decisions will be sent by the Director to the Registrar's Office to be placed in the student's file.

A Review will be initiated by the Course Instructor or Field Instructor as follows:

Course Instructor will:

- Notify the Director and the student that a review is being initiated.
- Set up a formal meeting with the Course Instructor, the Director, and the student to discuss the concerns and co-develop a plan to resolve them to the satisfaction of the School, including measurable indicators outlining the progress the student must make and the time frame within which the concerns must be addressed.
- Document dates and content of all meetings with the student.
- Provide the student with written documentation that outlines the plan, including the timeline and indicators of progress.

Field Instructor will:

- Notify the Director and the student that a review is being initiated.
- Set up a formal meeting with the Field Instructor, the Faculty Field Liaison³, and the student to discuss the concerns and co-develop a plan to resolve them to the satisfaction of the School, including measurable indicators outlining the progress the student must make and the time frame within which the concerns must be addressed.

² The Field Instructor is usually a social worker employed by the host agency who meets the criteria as set out by the program and who has primary responsibility for the student's field experience.

³ The Faculty Field Liaison is a faculty member of the School responsible for liaising with students and their Field Instructor, for providing the link between a field placement setting and the faculty, and ensuring effective three-way communication.

- iii) Document dates and content of all meetings with the student.
- iv) Provide the student with written documentation that outlines the plan, including the timeline and indicators of progress.

In many instances, meetings between the parties will resolve the concerns and will not lead to further action. When, however, as the result of a Review, it is determined that the student has not resolved the concerns to the satisfaction of the School of Social Work, a meeting of faculty in the School will be held to determine if the case should be referred for formal disciplinary action, or a recommendation should be made to the Vice-President (Academic & Research) that a student be dismissed from a course or field placement, or be required to withdraw from the School.

5. Right of Appeal

Students who wish to appeal may do so by submitting a written appeal, care of the Registrar, to the Senate Admissions and Academic Standing Committee. Appeals should be based on substantial medical or compassionate reasons with supporting documentation.

B. Policy Governing Deferred, Denied, or Unsuccessful Field Placements in the School of Social Work

To ensure that the interests of Social Services users are a first priority, and to provide the best professional training possible, the following procedures will be followed in the case of a deferred, denied, or unsuccessful field placement.

1. Deferred Field Placement

A field placement may be deferred if the student submits a written request to the Director of the School of Social Work citing mental or physical health or other extenuating circumstances.

Should the field placement be deferred, the School of Social Work will negotiate a placement at the earliest possible time, consistent with the student's academic program and the availability of an appropriate field placement setting. Field placements are normally offered twice a year: from April until the end of June, and from September until early December. Alternative arrangements may be considered by the Field Education Coordinator at the request of the student and in consultation with faculty of the School of Social Work.

2. Denied Field Placement

The School of Social Work may deny a field placement for any of the following reasons:

- 2.1 The prospective student has not successfully completed required courses and/or course assignments;
- 2.2 There is confirmed evidence that the student has violated the Professional Codes of Ethics of the New Brunswick Association of Social Workers, the Canadian Association of Social Workers, or the New Brunswick Human Rights Act;
- 2.3 The student's health renders him or her incapable of carrying out the basic tasks and professional requirements of social work practice in a designated field placement;
- 2.4 The student has not provided a current adequate vulnerable sector/criminal record check, or disclosed pending criminal charges.

When a student is deemed not ready to begin a direct practice or social action field placement, the onus is on the student to demonstrate readiness by adequately addressing the concerns that led to the decision to deny a field placement. In the case of a postponement, the student may be required to pay a pro-rated tuition fee.

The University is obliged to arrange a placement for each student accepted into the program, unless the student has been denied a field placement based on the above reasons.

If, for some reason, no suitable placement can be identified, or a student is denied a placement due to circumstances beyond his or her control, arrangements will be made for a suitable placement at a later date at no additional cost to the student.

3. Withdrawal from a Field Placement

A student who chooses to withdraw from a field placement for a reason not deemed valid by the School of Social Work is not guaranteed a subsequent field placement. However, if a student withdraws from a field placement for valid reasons (on medical or compassionate grounds), arrangements will be made for a suitable placement at a later date at no additional cost to the student.

4. Dismissal from a Field Placement

The Field Education Coordinator and Faculty Field Liaison will support all students in resolving issues that arise in their field placements. When these efforts have not been successful, the School of Social Work and/or host agency (after consultation with the Director of the School of Social Work) may recommend to the Vice-President (Academic & Research) that a student be dismissed from a field placement when there is evidence of the following:

- 4.1 The student has failed to adhere to the attendance policy (see Appendix), and has failed to negotiate an acceptable alternative arrangement;
- 4.2 The student has violated the Professional Codes of Ethics of the New Brunswick Association of Social Workers, the Canadian Association of Social Workers, or the New Brunswick Human Rights Act;
- 4.3 The student has chosen to discontinue the field placement for any reason not deemed valid by the School of Social Work;
- 4.4 The School of Social Work has determined that the student is not suitable for social work practice as per the Professional Suitability Policy;
- 4.5 The student's behaviour or attitude has interfered with his or her ability to work with agency staff and/or service users;
- 4.6 The student has not followed through in meeting learning objectives;
- 4.7 The student has been charged with harassment or violations of ethical codes.

5. Procedure

When there is evidence that a student is not meeting the requirements for successful completion of a field placement, the Review Process outlined in Section 3 of the Policy Governing Professional Suitability will be followed.

When a student has been denied a field placement for the reasons listed in section 2, and is not able to demonstrate readiness by adequately addressing the concerns that led to the decision to deny a field placement within the period of time specified by the faculty of the School of Social Work, the review process outlined in Section 3 of the Policy Governing Professional Suitability (2014; rev. 2017) will be followed.

Appendix

Attendance in Field Placements

The field education program is guided by the requirements of the Canadian Association of Social Work Education (CASWE). The CASWE policy requires that students enrolled in the BSW program receive a minimum of 700 field instruction hours.

Students are expected to make up any missed time due to illness, storm days, strike action, and/or holidays. Flexibility in making up missed time is possible and may include, besides additional field placement days, time spent doing relevant field-related activities. These activities can include journal writing, library research and readings on field-related work, group work preparation and design, and/or the attending of relevant outside meetings and workshops. Students must document these work hours and consult the Field Instructor on their plans for making up missed field days.

Accumulating overtime hours is allowed, provided that it does not mean that a placement ends earlier than two weeks before the official placement ending time.

C. Policy on Social and Electronic Media and the Use of Electronic Devices in the School of Social Work

1.0 Preamble

The Canadian Association for Social Work Education (CASWE) Standards for Accreditation, SB/M, 2.4.6, requires that the School of Social Work have a policy that covers the “ethical use of all forms of social media to ensure the privacy, confidentiality, and interests of the academic unit and its field placement community” and that demonstrates “how the policy and procedures are consistent with the relevant human rights legislation, with the mission of CASWE, and with the mission of the academic unit concerned.”

The *Policy on Social and Electronic Media and the Use of Electronic Devices in the School of Social Work* is consistent with the *CASW Code of Ethics (2005)*, which outlines the core social work values as:

- Respect for the inherent dignity and worth of persons
- Pursuit of social justice
- Service to humanity
- Integrity of professional practice
- Confidentiality of professional practice
- Competence of professional practice

The School of Social Work recognizes that the use of social media and electronic devices can enhance learning and knowledge sharing, and support social justice goals. However, the widespread integration of social media into personal and professional life poses unique challenges and risks to professionals and service users. All social work students are responsible and accountable for their actions and statements. Students are expected to use social media, and electronic devices, in a manner that upholds the standards and ethics of the social work profession.

This policy applies to all St. Thomas University social work students in all aspects of their studies, including participation in field practicums and research. This policy does not preclude using social media to undertake research or recruit research participants, subject to approval by a research ethics board.

Students are encouraged to familiarize themselves with policies related to ethical standards of communication including, but not limited to, the New Brunswick Association of Social Workers (NBASW) *Code of Ethics* (2007) and the *NBASW Standards for the use of Technology in Social Work Practice* (2010), the *New Brunswick Human Rights Act*, and the *St. Thomas University Policy on Non-Academic Misconduct* (2015) and the *St. Thomas University Harassment and Discrimination Policy (Students)* (2012).

2.0 Definitions

2.1 Social Media: “Social media” refers to socially interactive networked information and communication technologies by which information, opinions, and discussions are presented for public consumption on the internet. This includes, but is not limited to, Facebook, LinkedIn, Twitter, Texting, Email, Blogs, YouTube, Wikipedia, etc.

2.2 Post: “Post” refers to any user-generated information shared on a social media site. This includes, but is not limited to, Facebook status updates, tweets, blog updates, etc.

2.3 Electronic Device: “Electronic device” refers to any computer or wireless device that provides communication by e-mail, telephone, text messaging, internet browsing, or is used for recording purposes. This includes, but is not limited to, cellphones, smartphones, tablets, smart pens, laptops, etc.

3.0 Social and Electronic Media Policy Statement

The School of Social Work recognizes the importance of the internet and is committed to supporting the rights of students to interact respectfully and knowledgeably through social media. The School strives to provide students with an environment of free inquiry and expression, wherein freedom of expression and academic freedom in electronic format has the same latitude as in printed or oral communication. The School requires students to demonstrate professionalism in all interactions; written, electronic and oral forms. Despite disclaimers, internet interactions and postings can result in the public forming opinions about the profession of social work, the School of Social Work, and St. Thomas University.

The use of any information without permission; confidential information; or unfounded, derogatory, or misrepresentative statements about the School of Social Work or its members (including students, staff, faculty, and guests), field practice, or field agencies or their members (including staff, volunteers, service users, and participants) on the internet may result in a review of the student’s status under the *Policy Governing Deferred, Denied, or Unsuccessful Field Placements in the School of Social Work* (2014; rev. 2017) and/or the *Policy Governing Professional Suitability in the School of Social Work* (2014; rev. 2017).

4.0 General Guidelines for Appropriate Use of Social and Electronic Media

These guidelines are intended to provide guidance for social work students to:

- interact respectfully and knowledgeably with people on the internet
- respect copyright and intellectual property rights
- make appropriate decisions about any online exchanges related to the School of Social Work and field agencies within the scope of the *CASW Guidelines for Ethical Practice* (2005) and the *NBASW Standards for the use of Technology in Social Work Practice* (2010), the *St. Thomas University Policy on Non-Academic Misconduct* (2015), and the *Policy Governing Professional Suitability in the School of Social Work* (2014; rev. 2017); and
- protect the privacy, confidentiality, and interests of the School of Social Work and its members and field agencies and their members.

If students are developing websites, social networking groups, or writing blogs that will mention the School of Social work or its members of field agencies or their members, students shall:

- Identify that they are students and that the views expressed are their own and do not represent the views of the School of Social Work and/or field agencies.
- Not speak on behalf of either the School of field agencies, unless given permission in writing by the School of Social Work or field instructor.
- Inform the School of Social Work and/or field instructor that they are doing so. Students need to clearly state their goals and what the social media site intends to say or reflect.

Confidential Information

Students shall not share any confidential information about the School of Social Work or its staff, faculty, field agencies or their members.

If students have any questions or are unsure about whether information is confidential or public, it is important to speak with a field instructor, the Field Education Coordinator, and/or a faculty member before releasing information that may reflect negatively on the social work profession, the School of Social Work; its staff, faculty, field agencies or their members, or students in the social work program. **Students should always seek permission before they post information about a third party on public social media.**

Respect and Privacy Rights

Students are expected to speak respectfully about the School of Social Work and its members, their field practicum, and field agencies and their members. Students shall not engage in behaviours that reflect negatively on the social work profession, the School of Social Work or its members, or field agencies or their members.

Students shall respect the privacy of their classmates. Defamatory, harassing, or insulting comments and postings to produce a hostile work and/or learning environment constitute unprofessional behavior and will result in a suitability review under the *Policy Governing Professional Suitability in the School of Social Work* (2014; rev. 2017), and /or the *St. Thomas University Policy on Non-Academic Misconduct* (2015).

Photographs and Audio/Video Recordings

Taking and sharing photographs or audio/video recordings without consent is a breach of privacy and confidentiality. As agencies increasingly use photography and other forms of audio/video recording for professional consultation, research, and education purposes, it is crucial for students to know the field agency's policy regarding photographs and audio/video recordings, including any limitations of their use.

Professional Suitability

Nothing published on the internet is confidential. The *Policy Governing Professional Suitability in the School of Social Work* (2014; rev. 2017) outlines behaviours and situations that may result in a suitability review. In particular, students should note that their behaviour outside of the university and social work practice environments, including certain aspects of their personal lives, may have an impact on their suitability for practice.

Use of Electronic Devices in the Classroom

Students are required to approach the classroom environment with the same level of professionalism that applies to field placements and other professional work settings. It is important that the classroom is a place of focused attention to the material under review. In an effort to maintain educational integrity, respect for the rights of others, and a positive learning environment, the School of Social Work has developed the following guidelines for the use of electronic devices in the class room:

- The use of handheld electronic devices during class time can be distracting, disrespectful, and viewed as unprofessional behaviour. Therefore, the use of such devices is limited to scheduled breaks;
- Electronic cigarettes, or e-cigarettes, are treated in the same way that regular cigarettes are treated and may only be used in designated smoking areas;
- Laptops may be used only in consultation with the course instructor;
- All handheld electronic devices, including cellphones, must be stored out of sight and switched off during class. No electronic devices should be on the desk/table or a student's lap. Texting messages during class is prohibited;
- Receipt and response to electronic messages or phone calls during class or field placement will be restricted to emergencies. When such a call or message is expected, the student should consult the instructor or field supervisor in advance;
- It is prohibited to record classroom lectures and/or interactions through photography, audio-recording or video-recoding unless authorized by the instructor and all participating parties.

Interactions with Past and/or Present Field Agency Service Users and Participants

Students shall:

- Not approach field instructors, faculty, staff, service users, or their family members to connect on social media sites.
- Not connect with their clients (current or past), nor allow their clients to connect with them using social media: e.g., they shall not "friend" them on Facebook or "follow" them on Twitter. They shall use only their professional (work/field placement) email address to communicate with clients.
- Possess a working knowledge of the privacy controls on the social media networks they use.

- Use only their professional (field agency) email address when communicating electronically with service users and participants.
- Ensure that all email communication with service users and participants is of a professional nature and does not involve personal discussions or disclosures.

If students choose to communicate with service users or participants via email, they need to be aware that all emails are retained in the logs of the Internet Service Providers. While it is unlikely that anyone will examine them, these logs are available to be read by the Internet Service Providers' system administrators. Thus, privacy and confidentiality cannot be guaranteed.

Tips for Responding to Social Media Requests from Service Users and Participants

Here is an example of what students can say to service users or participants who request or attempt to contact them through any form of social media. Students need to familiarize themselves with field agency policies related to the use of social media when they commence their field placements.

Friending:

"I do not accept friend requests from current or former service users or participants on any social networking sites, including Twitter, Facebook, and LinkedIn. I believe that adding service users or participants as friends can compromise confidentiality and blur the boundaries of our working relationship. If you have questions or concerns about this, I will be happy to talk more about this when we next meet."

Consequences:

Information shared on the internet is public and may be shared with unintended recipients. Such information may be used for pre-field practicum screening, pre-employment screening, evidence for disciplinary action, and grounds for legal action.

Complaints about BSW students using social media in an unsuitable, unethical, or inappropriate manner will be addressed by the Director using the University's *Policy on Non-Academic Misconduct* (2015), and/or the Schools' Policy Governing Professional Suitability in the School of Social Work (2014; rev. 2017).

(Adapted with permission from the Memorial University Newfoundland (MUN) School of Social Work, *Social Media Policy and Guidelines*, 2016)

D. Attendance Policy

The School of Social Work is a professional education program that follows accreditation standards and educational policies set by the Canadian Association for Social Work Education (CASWE). Full participation in the classroom learning environment allows students to cultivate professional competencies and to comprehend the complexity of ethical and program standards. Course learning objectives are achieved through interactive exercises, guest speakers, lectures, experiential learning and group discussions. Classroom attendance is vital to the process of student learning in the program. Attendance is expected at all classes.

- Students are responsible for meeting the obligation to attend class. If a student is unable to attend class for any reason, they must notify the instructor and the social work office.
- It is the instructor's prerogative, in consultation with the Director, to determine when a student's academic standing is affected by an absence or absences.
- If a student misses more than two (2) classes in one course, the student will receive a letter of warning that they are in danger of being dismissed from the course for lack of attendance.
- When a student is absent from class for documented medical or compassionate reasons the status of student in the course will be considered on a case by case basis.

E. Late Assignment Policy

We expect you to hand in your assignments on time. If you are unable to meet a deadline due to a personal emergency or health issue, please notify your course instructor prior to the assignment deadline with appropriate documentation.

- A student, who is unable to meet an assignment deadline due to illness, accident, or family affliction, may be eligible for an extension.
- Your Instructor may set a grade level penalty (from A- to B+, or from B+ to B) for late or missed assignments, or they may refuse to accept your assignments.

F. Immunization Policy

Social work students may come into contact with communicable diseases throughout the duration of their field placements. This policy outlines immunization requirement for health care workers, as recommended by the *Canadian Immunization Guide*¹.

All social work field students in healthcare institutions and/or settings governed by local health authorities (e.g. Horizon Health Network and Vitalité Health Network) are required to provide immunization records or documentation confirming immunity of infectious diseases. Completed immunization forms are to be submitted to the field placement coordinator no later than sixty (60) days prior to entering the field placement.

Records of immunity of the following communicable diseases are required by the Horizon Health Network: **Tetanus Diphtheria & Pertussis; Measles/Mumps/ Rubella; Varicella; Tuberculosis; Hepatitis B; Influenza is highly recommended but not required. If immunity cannot be demonstrated, vaccinations or testing will be required.**

Students may choose to receive their vaccinations with their family physician, or the Campus Student Health Centre. Any costs associated with vaccines or immunizations are the responsibility of the student.

Failure to comply with this policy may delay entrance to the field placement and/or the student may not be permitted to practice in the placement setting.

¹ Public Health Agency of Canada. (2007). *Canadian Immunization Guide: Part 3 Recommended Immunization*.

Additional Information

- Campus Student Health Centre (453-4837) provides vaccinations and TB testing for all the vaccinations required by Horizon. They can also do blood tests to screen for immunity, and provide an immunization record/documentation. No appointment required for vaccinations, however an appointment for blood work is necessary. Students responsible for the costs associated with the vaccines and screening.
- Community Health Clinic (453-5200) will not see students that have access to the Campus Student Health Centre.
- Fredericton Public Health Clinic (453-5200), the immunization clinic can only be accessed by children and youth under the age of 16.

G. Request for Review Of A Grade On An Assignment

When a student disagrees with a mark or with evaluation feedback received on an assignment, s/he has a responsibility to demonstrate that s/he has been marked unfairly or inconsistently. The student must:

- Explain to the instructor, in writing, why the mark is not satisfactory, referring to the learning outcomes of the assignment and how the outcomes were achieved at a higher level than the mark given would indicate; and
- Identify the areas/questions and the written feedback where s/he believes that the evaluation was unfair and explain why.

Once a written appeal is received by an instructor, the mark will be reconsidered in light of the arguments presented by the student. If the instructor decides that the mark should not be revised then a second instructor may be consulted to review the assignment.

Students should be aware that a request to have an assignment reviewed by a second instructor may result in a lower grade, if the second instructor evaluates the assignment to be deserving of a lower mark. The grade given by the second instructor is final and will not be reviewed.

H. Bachelor of Social Work Courses

Post-Degree courses offered at the Fredericton campus (F) of St. Thomas University are open to Bachelor of Social Work (BSW) students, only.

Courses for the MMBSW program are offered off campus. The courses in the MMBSW program are available to MMBSW students, only.

Undergraduate Courses

SCWK-2013. Introduction to Social Welfare (S)

An examination of the history, philosophy, and development of social welfare as a social institution in New Brunswick and elsewhere. Analysis of the institution and its relationship to the history, philosophy, and values of the profession of social work.

SCWK-2023. Introduction to Social Work (S)

An introduction to the values, ethics, history, and methods of professional social work