

## Learning log

Date: 15 June, Monday

Timetable: (8:30am-17:45pm)

Time	Details of work
8:30am-13:00	Join the case supervision in Center
2:30- 5:45pm	<ul style="list-style-type: none"> <li>❖ Systematic orientation on Center;</li> <li>❖ Get done the paperwork and submit;</li> <li>❖ Made an appointment with client;</li> <li>❖ Read case file;</li> <li>❖ Some reflections on today' s experience;</li> </ul>

Learning points:

### 1. Case supervision:

The center has one live case supervision for each month. All social workers of the center assemble together to watch and discuss the presenting counseling session. An external supervisor is invited to chair the discussion.

- It's my first time to experience the live case supervision today's morning. I experienced the powerfulness of teamwork to strive for the best interest of the clients. Briefly, the case supervision is composed of three parts: pre-session discussion, live demonstration, and after-session discussion.

*Pre-session discussion:*

- 1) Introduction to the case background and update progress: clients information (biodata = age + ethnicity + occupation + marital status + financial status + physical condition+etc.), Genogram, presenting issues, other issues, hypothesis, summary of work done, reasons for presenting the case (difficulties and challenges for worker in dealing with the case).
- 2) Questions from others workers; new ideas may come up.
- 3) Use the exist data and theories to strategize the case work;
- 4) And set up the specific goals for the session and for the future intervention;

*Live case demonstration:*

- 5) The supervisor can reach the worker by phone call to provide spontaneous guide to the worker;
- 6) The supervisor record the process of the counseling during the session;

*After session discussion:*

- 7) What has been done in the session and in which way;
- 8) The process of empowerment of the clients;

Challenges:

- 1) How to integrate different perspectives into one case, and how to make a balance among different theories;
- 2) I felt quite challenging to understand the process of case supervision. The use of different techniques and theories was like to gather the scattered puzzles and make a more visible picture with them. It difficult for me to understand the rational of adopting and arranging them.
- 3) Doing counseling is not presenting the skills or knowledge of a counselor, but being with clients and trying to empower the clients to cope with life. It is not easy to pace the clients, especially when the mind of worker has been filled up with knowledge.

2. Made an appointment with clients:

It was my first time to made appointment with clients on the phone. I was a little bit scared before doing that. I called supervisor and clarify what I should say on the phone. Eventually, I made it and felt very relieved. It was not difficult at all regarding today's case, but I still felt I have been different after doing it.

Summer Fieldwork Placement

Weekly Log

Week 2 (From 15<sup>th</sup> June, 2009 to 19<sup>th</sup> June, 2009)

Name of placement student:

Submitted on 22<sup>nd</sup> June, 2009

Supervisor Name:

Master Degree of Social Work

The University of Hong Kong

### *Learned Experience*

During the second week of my fieldwork placement, I was still on the orientation stage. At the first 2 days of this week, I was working at the family service centre of (formerly ). On Monday, I attended a series of meetings with (APIFRN) members in which contained Parental Stress-Line meeting, Asian Pacific Islander (API) Immigrant Family Support meeting, API Support meeting, and Violence against Women for API Families meeting. Afterward, I was assigned to manage the Lending Library which is a lending books service to the children and families.

The staffs of the family service centre usually hold a Parent-Child Interactive Group on Tuesday morning. There were more than 10 pairs of parent and child participated in the group for approximately 2 hours and spent half hour for lending books and hanging out with other family. As an intern, I also helped out for the group and the library work. After lunch, I continued to the job of managing library and write a review of this.

On Wednesday morning, my supervisor gave me orientation session regarding the protocol of dealing with crisis. Afterward, I was required to do the live scan (fingerprint) check in the down town. I had paper work time in the afternoon.

On Thursday morning, I went to a 2.5-hour workshop for assisting family to access childcare service and subsidies in . Those speakers were the representatives from different childcare departments and organizations to introduce the importance of receiving pre-school or childcare services and also the ways to access high quality of childcare. They also taught the workers what are the criteria of applying subsidy for the low income family. In the afternoon, a staff and I did a 3-hour enhanced visitation with a new born baby family. Afterward, we had a debriefing session with parents and I had my own debriefing session with the responded staff.

On Friday morning, we staffs had practiced earthquake drill and got debriefing afterward. Then we all staffs had meeting for job allocation on Monday advocacy. Every staff will participate to the advocacy for requesting more budgets in the coming finical year. Some staffs will invite clients, some staffs write their client's story and some of them will also prepare the advocacy tools. I will responsible for taking photographs of

the whole event. In the afternoon, my supervisor assigned a new case to me for conducting intake interview in the coming week. This case was referred by the Child Protection Service.

### *Observations*

For the APIFRN meetings, those representatives came from different agencies in which they are providing service for specific ethnicity, such as Samoan Community Development centre, Lao Seri Association and Cambodia Services and Vietnamese Family Services Centre. They shared their working experiences, the challenges and achievements of their specific program, provided some statistical data for the year end report and also reported their work schedule of particular project.

On Tuesday morning, I helped out the \_\_\_\_\_ (Parent-child interactive group). I attempted to call every child's name and greet to their parent. During the group, one of the parents allowed her child used her feet to hit on the mother's face. After I reminded the child stop hurting her mother, the child cried out immediately. However, the mother showed that she did not agree with what I said and took her child out for claming down.

For the division of labor on Monday advocacy, most of the staffs took initiatives to respond one or two duty. The agency director also mentioned that Asians used to be quite and cooperative in the community, so we \_\_\_\_\_, an Asian service provider, needed to on behalf of our clients to boldly voice out their needs.

### *Reflections*

After one week orientation, I entered to the second week which still brought me some more aspirations and reflections on the service provided by \_\_\_\_\_. First of all, the APIFRN meetings and the Monday Advocacy reminded me that it's important for Asian service organizations to ally with other agencies in \_\_\_\_\_. The Asian services providers can gain supports to each others and also shared the existing obstacles. Furthermore, it will be beneficial that all Asian service providers do the advocacy together. Hopefully, the louder voice they can make; the more budget they can receive. I am really looking forward to witnessing and helping out for the advocacy, as I have never been similar situations in

Hong Kong. I believe that it's important to our clients and help them to resolve their problems or improve their living quality.

After dealing with a child's behavior during the Tuesday group activity, I talked to a staff and had a short discussion regarding this. She and I agreed with having an intervention on the kid's behavior, especially giving immediate feedbacks to the parent after the situation happened. Hopefully, the parent would get insight or get more awareness to her child's behaviors and prevent this similar situation from happening again. It's good that the . . . staffs agree with the preventive approach.

For the Lending Library's management issue, I found it's quite hard to tackle with. Because the library size is small which is already limited the number of the books. Therefore, the regular check up for the library is necessary, such as removed some out-dated books and torn-off ones. It can ensure that the new and updated books can be displayed on the book shelves all the time. I found that some classifications are worth to be followed but some are no longer feasible now. First of all, it is worth to keep the category of using red to represent the books for infant or toddlers, blue represents the books for school-age children, and orange represents for the bilingual books. Secondly, the existing category is in according to the alphabetical order but it can't tell the nature or topic of the books. The category should be classified by the nature of each book. For example, those books should be categorized by transportation, animals, science, people, history, geography, plants, story or fiction, large size, special features, CD or DVD, and VHS or cassette. Under this rule, parents and children could much easier to choose the particular type book they wanted to borrow. After rearranging all the category, a staff should give a briefing session to the parents and children for informing the new category system and inviting them to give feedback.