

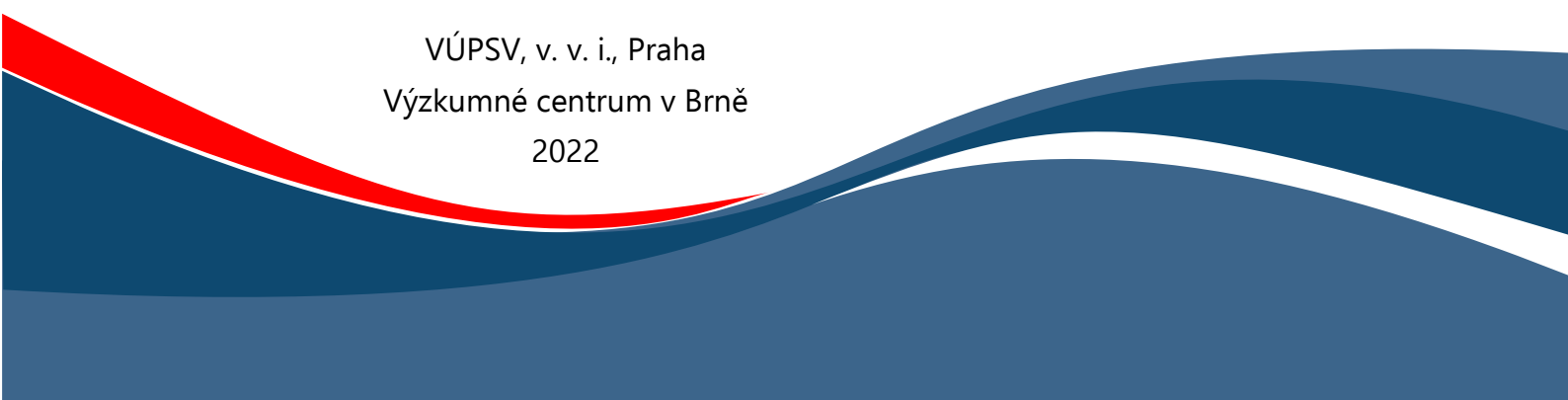
# **Criteria and indicators for the monitoring of the performance quality of social work in the Czech Republic**

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## Introduction

The document independently presents the ***Set of criteria and indicators for monitoring the quality of social work performance in the Czech Republic*** (hereinafter "Set"), which represents the core part of the *Methodology for evaluating the quality of social work performance in the Czech Republic*. This document **was created for the purposes** of standardized overall assessment of the quality of social work performance in all areas where social work is currently applied. The goal of evaluating individual parameters of the quality of social work performance is to obtain relevant empirical data for setting up support for the development of professional social work in the Czech Republic. The Set and Methodology are the outputs of the project *"Quality of social work performance in the Czech Republic - creation of assessment methodology and initial evaluation"* (no. IP70707; <https://www.rilsa.cz/en/projects/?id=368>), created by the Brno branch of the Research Institute for Labour and Social Affairs, v. v. i.

The Set consists of several **dimensions**, in which the structural dimension is emphasized, as it represents a basic prerequisite for quality performance of social work within the process dimension. The dimensions are then divided into **areas** in which the quality of the performance of social work is monitored. Quality within areas is determined through the fulfillment of certain **criteria**. Whether the criterion is fulfilled, or to what extent, will be evaluated based on the **indicators** defined for individual criteria.

The above-mentioned dimensions consist of 17 areas in which a total of 57 criteria are monitored through 189 indicators.

**Overview of criteria and indicators according to individual dimensions and areas of quality**

## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

### AREA A1\_1: CONSIDERATION OF THE MISSION, GOALS AND VALUES OF SOCIAL WORK IN THE ORGANIZATION

Criterion A1\_1.1 **The mission and goals of social work in a given organization are determined in writing**

Criterion A1\_1.2 **The organization respects that social work is bound by inherent values**

Criterion A1\_1.3 **The organization enables social workers to implement social work beyond the scope of work with individuals or families (i.e. also group social work and macro practice)**

Criterion	Indicators
<b>A1_1.1</b>	<p><b>A1_1.1.1:</b> Fulfilling the mission and goals of social work is, according to the organization's written documents, an essential part of its activity</p> <p><b>A1_1.1.2:</b> Social workers of the organization participated in the creation of documents defining the mission and goals of social work in the organization <i>(also indicated by <b>Criterion A1_2.3</b>)</i></p>
<b>A1_1.2</b>	<p><b>A1_1.2.1:</b> The social worker has support in the written determination of values by which social work in the organization is to be guided</p> <p><b>A1_1.2.2:</b> An expert with the qualification of a social worker has taken part in the creation of the document that sets out the values by which social work in the organization should be guided <i>(also indicated by <b>Criterion A1_2.3</b>)</i></p> <p><b>A1_1.2.3:</b> The practical application of these values is a regular topic of various work meetings within the organization</p> <p><b>A1_1.2.4:</b> Those situations where the social worker's power towards the client could be abused during the provision of social work services are defined in the organization</p> <p><b>A1_1.2.5:</b> The organization has a written procedure for how the social worker should act if he finds that there is a violation of the ethical values of social work</p>
<b>A1_1.3</b>	<p><b>A1_1.3.1:</b> The employer allows the social worker to carry out activities through which the social worker intentionally contributes to social change and to the strengthening of social cohesion (in particular, applying social work methods focused on the community, prevention and screening, and drawing attention to problems with the availability of resources necessary to fulfill the social needs of individuals or groups)</p> <p><b>A1_1.3.2:</b> The social worker considers the scope of his powers to be sufficient for him to be able to fully implement social work in the organization (i.e. both individual work with the client/family, as well as group social work and macro practice)</p>

## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

### AREA A1\_2: MANAGEMENT OF SOCIAL WORK IN THE ORGANIZATION

- Criterion A1\_2.1 **The social worker's direct supervisor has sufficient insight into social work issues**
- Criterion A1\_2.2 **Social workers actively participate in the management of social work in the organization**
- Criterion A1\_2.3 **A social worker has participated in the creation of key materials relevant to the performance of social work in the organization**
- Criterion A1\_2.4 **Social workers present the performance of social work to other entities**
- Criterion A1\_2.5 **The organization recognizes the autonomy of social workers in the performance of their work**
- Criterion A1\_2.6 **Social workers are involved in the information sharing system of the organization**
- Criterion A1\_2.7 **The organization deals with the workload of social workers**

Criterion	Indicators
<b>A1_2.1</b>	<p><b>A1_2.1.1:</b> The direct supervisor of the social worker has a formal education in the field of social work</p> <p><b>A1_2.1.2:</b> In the experience of the social worker, it is possible to resolve issues of social work at a professional level with his superior</p>
<b>A1_2.2</b>	<p><b>A1_2.2.1:</b> A member of the organization's management is also an employee of the organization in the position of "social worker"</p> <p><b>A1_2.2.2:</b> An employee of the organization in the position of "social worker" participates in key meetings in the organization</p> <p><b>A1_2.2.3:</b> The management of the organization takes into account the suggestions of social workers when making decisions</p> <p><b>A1_2.2.4:</b> An expert with qualifications in the field of social work has participated in creating the job description of "social worker" in the organization <i>(also indicated by Criterion A1_2.3)</i></p>
<b>A1_2.3</b>	<p><b>A1_1.1.2:</b> The organization's social workers have participated in the creation of documents defining the mission and goals of social work</p> <p><b>A1_1.2.2:</b> An expert with the qualification of social worker has taken part in the creation of the document that sets out the values by which social work in the organization should be guided</p> <p><b>A1_2.2.4:</b> An expert with qualifications in the field of social work has participated in formulating the job description of "social worker" in the organization</p> <p><b>A1_4.4.7:</b> Social workers have participated in the formulation of written rules for providing supervision to social workers in the organization</p> <p><b>A1_6.1.3:</b> Social workers have participated in the development of written quality criteria for the performance of social work</p> <p><b>A1_6.2.2:</b> Social workers have participated in the creation of tools for reflecting and evaluating the work of social workers</p> <p><b>A1_8.1.3:</b> Social workers of the organization have participated in the formulation of internal methodological materials related to work with the client</p>

## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

	<p><b>A1_8.2.2:</b> The social workers of the organization have participated in the creation of the general structure of the record of work with the client</p> <p><b>A3_3.1.2:</b> A social worker has participated in the creation of information materials for clients and the public</p>
<b>A1_2.4</b>	<p><b>A1_2.4.1:</b> The social worker participates in presenting the performance of social work to other entities (e.g. financing body, founder, politician)</p>
<b>A1_2.5</b>	<p><b>A1_2.5.1:</b> The social worker participates in determining his work tasks</p> <p><b>A1_2.5.2:</b> The social worker is allowed to independently make decisions on professional issues within the framework of direct social work with the client</p> <p><b>A1_2.5.3:</b> Negotiations with entities outside the organization that are necessary for the performance of social work are allowed to be conducted independently by the social worker</p>
<b>A1_2.6</b>	<p><b>A1_2.6.1:</b> The social worker is well informed about the happenings in the organization that relate to the area of social work</p> <p><b>A1_2.6.2:</b> The social worker has effective opportunities to pass on information to colleagues in the organization and management</p>
<b>A1_2.7</b>	<p><b>A1_2.7.1:</b> The workload of social workers is regularly evaluated in the organization</p> <p><b>A1_2.7.2:</b> According to the social worker, the workload of social workers in the organization is determined optimally in relation to the volume of performed social work expected by the organization</p> <p><b>A1_2.7.3:</b> The number of required positions of social workers set in the organization is currently fully covered</p> <p><b>A1_2.7.4:</b> The workloads of social workers are not cumulated with other workloads in the organization</p> <p><b>A1_2.7.5:</b> The social worker has the possibility of a temporary replacement at the workplace</p> <p><b>A1_2.7.6:</b> The social worker considers his workload to be manageable</p>



## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

### AREA A1\_3: DEFINING THE WORKPLACE OF A SOCIAL WORKER

Criterion A1\_3.1 **The written job description of social worker is relevant to the social work field**

Criterion A1\_3.2 **Professional activities in the area of social work are performed in the organization exclusively by social workers**

Criterion A1\_3.3 **The organization deliberately strives to employ qualified social workers with the potential for further professional development**

Criterion	Indicators
<b>A1_3.1</b>	<b>A1_3.1.1:</b> Professional activities from the field of social work predominate in the written work of a social worker <b>A1_3.1.2:</b> The actual performance of the social worker's activities in the organization corresponds to their written job description
<b>A1_3.2</b>	<b>A1_3.2.1:</b> Employees of the organization in positions other than social worker do not have professional activities in the field of social work written in their job description <b>A1_3.2.2:</b> Employees of the organization in positions other than social worker do not perform professional activities in the field of social work
<b>A1_3.3</b>	<b>A1_3.3.1:</b> The organization has written criteria for the selection of new social workers, which also include professional requirements beyond the legal requirements <b>A1_3.3.2:</b> The organization has developed a professional profile for the position of social worker <b>A1_3.3.3:</b> The organization tests applicants for the position of social worker on the personality and psychological prerequisites for handling the given job

## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

### AREA A1\_4: HUMAN RESOURCE MANAGEMENT - SUPPORTING THE PROFESSIONAL PERFORMANCE OF SOCIAL WORK IN THE ORGANIZATION

Criterion A1\_4.1 **The organization has developed a training system for new social workers**

Criterion A1\_4.2 **The organization supports the professional growth of social workers within their professional community**

Criterion A1\_4.3 **The organization creates good conditions for the further education of social workers**

Criterion A1\_4.4 **The organization provides supervision to its social workers**

Criterion	Indicators
<b>A1_4.1</b>	<p><b>A1_4.1.1:</b> The organization has a functional system for incorporating new social workers</p> <p><b>A1_4.1.2:</b> The adaptation process of new social workers is evaluated</p>
<b>A1_4.2</b>	<p><b>A1_4.2.1:</b> A social worker can draw on external methodological support (e.g. consultation with experts from other organizations) within their working hours</p> <p><b>A1_4.2.2:</b> A social worker can provide methodological support to colleagues from other organizations within their working hours</p> <p><b>A1_4.2.3:</b> The employer supports the social worker to participate in activities aimed at developing the field of social work (e.g. the possibility of participating during working hours, payment of membership fees, conference fees)</p>
<b>A1_4.3</b>	<p><b>A1_4.3.1:</b> The organization regularly assesses the educational needs of social workers</p> <p><b>A1_4.3.2:</b> The focus of further education is relevant to the current focus of the social worker's activities</p> <p><b>A1_4.3.3:</b> The social worker himself participates in the selection of the focus of further education</p> <p><b>A1_4.3.4:</b> The further education of social workers, which is required by the relevant legislation, is fully covered by the organization</p> <p><b>A1_4.3.5:</b> Further education of social workers required by relevant legislation is always understood as part of working time or in exchange for paid leave</p> <p><b>A1_4.3.6:</b> The organization also supports social workers in education beyond the legal obligation</p> <p><b>A1_4.3.7:</b> Further education of social workers is regulated in the organization by internal regulations</p>
<b>A1_4.4</b>	<p><b>A1_4.4.1:</b> Social workers can draw on group and individual supervision</p> <p><b>A1_4.4.2:</b> Supervision takes place regularly, at least 6 times a year</p> <p><b>A1_4.4.3:</b> The social worker can request group and individual supervision if necessary at any time</p> <p><b>A1_4.4.4:</b> Supervision is part of working hours</p> <p><b>A1_4.4.5:</b> The costs of supervision are covered by the employer</p> <p><b>A1_4.4.6:</b> The rules for providing supervision to social workers in the organization are regulated by internal regulations</p> <p><b>A1_4.4.7:</b> Social workers participate in the formulation of written rules for providing supervision to social workers in the organization (<i>also indicated by Criterion A1_2.3</i>)</p>

## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

### AREA A1\_5: HUMAN RESOURCE MANAGEMENT – CARE FOR JOB SATISFACTION OF SOCIAL WORKERS

Criterion A1\_5.1 **The employer supports social workers in self-care**

Criterion A1\_5.2 **There is a safe working climate in the organization**

Criterion A1\_5.3 **The organization creates stable jobs for social workers**

Criterion A1\_5.4 **Social workers are satisfied with how the financial evaluation of their work is set**

Criterion	Indicators
<b>A1_5.1</b>	<p><b>A1_5.1.1:</b> The workplace is equipped with spaces and facilities necessary to ensure the personal needs and regeneration of social workers (in particular, their own hygiene facilities, equipped kitchen, relaxation room)</p> <p><b>A1_5.1.2:</b> The employer creates working conditions that make it easier for social workers to reconcile work and personal life</p> <p><b>A1_5.1.3:</b> The employer provides social workers with material benefits</p> <p><b>A1_5.1.4:</b> The employer contributes to social workers for consultations with a psychologist or personal coach of the worker's own choice</p>
<b>A1_5.2</b>	<p><b>A1_5.2.1:</b> The social worker perceives communication within the team as open and safe</p> <p><b>A1_5.2.2:</b> The social worker perceives communication with their superiors as open and safe</p> <p><b>A1_5.2.3:</b> A social worker can safely deal with personal indispositions reflected in the quality of social work performance within their workplace</p> <p><b>A1_5.2.4:</b> The organization has written instructions on how to proceed in the event of a conflict between the professional opinions of a social worker and colleagues, or a social worker and management</p>
<b>A1_5.3</b>	<p><b>A1_5.3.1:</b> The employment contract of a social worker is made permanent after two years at the latest in the given organization</p> <p><b>A1_5.3.2:</b> A social worker has at least 0.5 of a full-time contract for the performance of social work in a given organization</p>
<b>A1_5.4</b>	<p><b>A1_5.4.1:</b> The social worker considers the level of his salary assessment to be appropriate to the demands associated with his position (<i>also indicated by Criterion A2_1.3</i>)</p> <p><b>A1_5.4.2:</b> The social worker considers the system of awarding variable amounts in addition to the salary (e.g. bonus) in the organization to be fair</p>

## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

### AREA A1\_6: INTENTIONAL DEVELOPMENT OF THE QUALITY OF SOCIAL WORK PERFORMANCE IN THE ORGANIZATION

Criterion A1\_6.1 **The organization uses social work performance evaluation mechanisms**

Criterion A1\_6.2 **The organization has developed self-assessment procedures and tools for social workers**

Criterion	Indicators
<b>A1_6.1</b>	<p><b>A1_6.1.1:</b> The organization implements or uses one of the quality management models, which it also applies to social work quality management</p> <p><b>A1_6.1.2:</b> The organization has written quality criteria for the performance of social work</p> <p><b>A1_6.1.3:</b> Social workers participate in the development of written quality criteria for the performance of social work (<i>also indicated by <b>Criterion A1_2.3</b></i>)</p> <p><b>A1_6.1.4:</b> Social workers collaborate on quality assessments aimed at improving their work</p> <p><b>A1_6.1.5:</b> Clients are actively involved in the entire process<sup>1</sup> of evaluating the quality of social work performance at the workplace</p> <p><b>A1_6.1.6:</b> In the last 5 years, the organization has completed an audit or other external evaluation process focused on the quality of the provision of its services that included an evaluation of the performance of social work</p>
<b>A1_6.2</b>	<p><b>A1_6.2.1:</b> The organization has tools (e.g. self-assessment questionnaires) for reflecting and evaluating the work of social workers</p> <p><b>A1_6.2.2:</b> Social workers have participated in the creation of tools for reflecting and evaluating the work of social workers (<i>also indicated by <b>Criterion A1_2.3</b></i>)</p> <p><b>A1_6.2.3:</b> Self-evaluation of social workers takes place regularly several times a year</p> <p><b>A1_6.2.4:</b> Self-evaluation of social workers is used in the organization to improve the quality of their work</p>

<sup>1</sup> "The whole process" means from the setting of the evaluated areas, through the provision of feedback within the evaluation, to their evaluation.

## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

### AREA A1\_7: ENSURING THE WORK SAFETY OF SOCIAL WORKERS

Criterion A1\_7.1 **The organization has developed procedures for ensuring the personal safety of social workers when performing social work**

Criterion A1\_7.2 **The organization has appropriate work organization, material and technical means to ensure the personal safety of social workers**

Criterion: A1\_7.3 **The organization participates in the protection of social workers in cases where damage or legal disputes arise in connection with the performance of social work**

Criterion	Indicators
<b>A1_7.1</b>	<p><b>A1_7.1.1:</b> The organization has created an analysis of the risks associated with the performance of social work in the given organization</p> <p><b>A1_7.1.2:</b> The organization has written procedures for social workers to prevent the occurrence of threatening situations related to the performance of social work</p> <p><b>A1_7.1.3:</b> The organization has written behavioral procedures for social workers in threatening situations related to the performance of social work</p> <p><b>A1_7.1.4:</b> Social workers are trained in the issue of preventing and resolving risky situations related to the performance of social work</p> <p><b>A1_7.1.5:</b> The organization operates a system of reporting risks and incidents related to the performance of social work</p>
<b>A1_7.2</b>	<p><b>A1_7.2.1:</b> Spaces and facilities for meeting with clients are equipped with regard to ensuring the safety of the social worker <i>(also indicated by <b>Criterion A3_1.1</b>)</i></p> <p><b>A1_7.2.2:</b> The social worker has at his disposal the material and technical means necessary to ensure his safety while performing social work at the workplace <i>(also indicated by <b>Criterion A3_2.1</b>)</i></p> <p><b>A1_7.2.3:</b> The social worker has at his disposal the material and technical means necessary to ensure his safety when performing social work in the field <i>(also indicated by <b>Criterion A3_2.2</b>)</i></p> <p><b>A1_7.2.4:</b> The current way of organizing work allows the social worker to follow written and unwritten rules of preventing the emergence of threatening situations related to the performance of social work</p>
<b>A1_7.3</b>	<p><b>A1_7.3.1:</b> The organization pays social workers liability insurance</p> <p><b>A1_7.3.2:</b> The organization provides legal assistance to the social worker if he should get into a legal dispute resulting from the performance of his work</p>

## A1: STRUCTURAL DIMENSION – ORGANIZATIONAL CONDITIONS

### AREA A1\_8: INTERNAL METHODOLOGIES FOR SOCIAL WORK IN THE ORGANIZATION

Criterion A1\_8.1 **Social work with the individual/family is regulated in the organization by internal methodological materials**

Criterion A1\_8.2 **The organization has prepared internal methodological materials for keeping records of social work with the client (individual or family)**

Criterion A1\_8.3 **Social work beyond the scope of work with the individual/family is regulated by internal methodological materials**

Criterion	Indicators
<b>A1_8.1</b>	<p><b>A1_8.1.1:</b> Methodologies describing the process of social work with a client (i.e. an individual or an individual family) are available in the organization</p> <p><b>A1_8.1.2:</b> Part of the methodological materials for the process of social work with a client (i.e. an individual or an individual family) is a compendium of interventions<sup>2</sup> (naming and describing the interventions, specifying which clients/situations they are suitable for, etc.)</p> <p><b>A1_8.1.3:</b> Social workers of the organization have participated in the formulation of internal methodological materials related to work with the client (<i>also indicated by <b>Criterion A1_2.3</b></i>)</p> <p><b>A1_8.1.4:</b> The social worker considers the internal methodological materials related to work with the client to be suitable for his practice</p>
<b>A1_8.2</b>	<p><b>A1_8.2.1:</b> The social worker has instructions for the general structure of the record of work with the client</p> <p><b>A1_8.2.2:</b> Social workers of the organization have participated in the creation of the general structure of the record of work with the client (<i>also indicated by <b>Criterion A1_2.3</b></i>)</p> <p><b>A1_8.2.3:</b> The social worker considers this general structure of the record of work with the client as corresponding to the needs of the performance of social work in the given organization</p> <p><b>A1_8.2.4:</b> The structure of records on social work with clients always contains the following basic elements: relevant data on the client's life situation; agreement with the client on the goals of cooperation and on the steps to achieve the goals; progress of work with the client – what was done; evaluation of the achievement of goals</p>
<b>A1_8.3</b>	<p><b>A1_8.3.1:</b> Activities from the area of group social work are methodologically adjusted in the organization</p> <p><b>A1_8.3.2:</b> Activities from the area of macro social work practice are methodologically adjusted in the organization</p> <p><b>A1_8.3.3:</b> The social worker has a methodological guide for recording the performance of group social work</p> <p><b>A1_8.3.4:</b> The social worker has at his disposal a methodological guide for recording the performance of activities from the area of macro social work practice</p>

<sup>2</sup> The term intervention refers here to tools, techniques and procedures that are part of the social worker's professional know-how and the social worker uses them in cooperation with the client as part of the social work services that are provided at the workplace.

## A2: STRUCTURAL DIMENSION – PERSONNEL CONDITIONS

### AREA A2\_1: BASIC CHARACTERISTICS OF THE WORKFORCE IN THE AREA OF SOCIAL WORK PERFORMANCE

Criterion A2\_1.1 **The core of the professional socialization<sup>3</sup> of social workers lies in the field of social work**

Criterion A2\_1.2 **The composition of social workers working in the area of social work performance is heterogeneous in terms of gender and age**

Criterion A2\_1.3 **Social workers feel good about their profession**

Criterion	Indicators
<b>A2_1.1</b>	<p><b>A2_1.1.1:</b> The social worker has completed an education in the field of social work</p> <p><b>A2_1.1.2:</b> A social worker focuses on work experience in the field of social work</p>
<b>A2_1.2</b>	<p><b>A2_1.2.1:</b> The composition of the workforce in the field of social work is heterogeneous in age</p> <p><b>A2_1.2.2:</b> The composition of the workforce in the field of social work is heterogeneous in gender</p>
<b>A2_1.3</b>	<p><b>A2_1.3.1:</b> The social worker perceives that his profession is positively valued by society</p> <p><b>A2_1.3.2:</b> The social worker feels satisfaction from his work</p> <p><b>A2_1.3.3:</b> The social worker states that in his current position, he has sufficient scope to apply a wide range of his knowledge and skills</p> <p><b>A2_1.3.4:</b> The social worker does not experience feelings associated with burnout</p> <p><b>A1_5.4.1:</b> The social worker considers his salary assessment to be corresponding to the demands of his job</p> <p><b>A2_1.3.5:</b> The social worker combines his plans in the area of further employment with the field of social work</p>

<sup>3</sup> By professional socialization we mean the process during which a layman gradually becomes a member of a given profession, in this case social work. Through the internalization of the culture of the given profession, i.e. especially its values, expectations, principles or behavior in the role of a professional in the given field, as well as professional obligations and responsibilities, a professional identity and prerequisites for further professional development are created (cf. e.g. SHAHR, H. S. A., YAZDANI, S., AFSHAR, L. 2019. Professional socialization: an analytical definition. Journal of medical ethics and history of medicine, 12, 17. <https://doi.org/10.18502/jmehm.v12i17.2016>).

### AREA A2\_2: PROFESSIONAL COMPETENCES OF THE SOCIAL WORKER

Given the definition of competence, it follows that only with difficulty can it be measured/assessed with a survey. Objective measurement of the competence of one skill requires an extensive set of questions for the questionnaire, which when evaluating several competencies simultaneously already requires a very extensive questionnaire, let alone when there is a need for other areas of the quality of social work performance to be determined with that one survey.

**Indicators for measuring the level of professional competences are not included in the proposal of the *Set of Criteria and Indicators*; it merely determines whether the competence profiles for social worker positions are developed in the organization in which the social worker is practicing.** Therefore, it can be assumed that the organization in some way systematically supports the development of the professional competences of social workers (see indicator A1\_3.1.2: The organization has created competence profiles or otherwise written professional prerequisites for the performance of the given social worker position). **Furthermore, in the proposal of the *Set of Criteria and Indicators*, the competences of social workers are implicitly present in a number of criteria and indicators listed within the process dimension, where the fulfillment of certain criteria presupposes the mastery of certain competences; however, this involves the indirect detection of them.**



## A3: STRUCTURAL DIMENSION – MATERIAL TECHNICAL CONDITIONS

### AREA A3\_1: WORKPLACE OF THE PERFORMANCE OF SOCIAL WORK

Criterion A3\_1.1 **Social workers have an environment at their workplace suitable for dealing with clients**

Criterion A3\_1.2 **The environment of the social work workplace is friendly for clients**

Criterion	Indicators
<b>A3_1.1</b>	<p><b>A3_1.1.1:</b> The workplace of the social worker provides enough privacy for dealing with the client</p> <p><b>A3_1.1.2:</b> The social worker has the opportunity to set aside time for an undisturbed meeting with the client</p> <p><b>A3_1.1.3:</b> Spaces suitable for other than individual social work (e.g. group social work, group interviews, case conferences) are available to social workers at the workplace</p> <p><b>A1_7.2.1:</b> Spaces for meeting with clients are arranged with regard to ensuring the safety of the social worker</p>
<b>A3_1.2</b>	<p><b>A3_1.2.1:</b> Access to the workplace of social work is barrier-free</p> <p><b>A3_1.2.2:</b> The workplace of social workers can easily be found in the building where the workplace is located</p> <p><b>A3_1.2.3:</b> Clients are provided with sufficiently comfortable conditions while waiting for social work services</p> <p><b>A3_1.2.4:</b> The facilities of the social work workplace correspond to the needs of the given clientele (if they are, for example, children, people with ASD or sensory disabilities)</p>

## A3: STRUCTURAL DIMENSION – MATERIAL TECHNICAL CONDITIONS

### AREA A3\_2: MATERIAL AND TECHNICAL EQUIPMENT

Criterion A3\_2.1 **Social workers have at their disposal adequate material and technical equipment for the performance of social work at the workplace**

Criterion A3\_2.2 **Social workers have at their disposal adequate material and technical equipment for the performance of social work in the field**

Criterion A3\_2.3 **Social workers have appropriate communication and information technologies at their disposal**

Criterion A3\_2.4 **Social workers have relevant professional materials at their disposal**

Criterion	Indicators
<b>A3_2.1</b>	<p><b>A3_2.1.1:</b> The social worker has his own work computer</p> <p><b>A3_2.1.2:</b> The social worker has at his disposal technical equipment for online communication</p> <p><b>A3_2.1.3:</b> The social worker has the necessary office supplies and equipment available</p> <p><b>A1_7.2.2:</b> The social worker has at his disposal the material and technical means necessary to ensure his safety when performing social work at the workplace</p>
<b>A3_2.2</b>	<p><b>A3_2.2.1:</b> The social worker has at his disposal his own work mobile phone or tablet with data</p> <p><b>A3_2.2.2:</b> The social worker has the necessary work clothes and shoes at his disposal</p> <p><b>A3_2.2.3:</b> The social worker has a suitable means of work transport available as needed</p> <p><b>A3_2.2.4:</b> In larger cities, the social worker has a public transport network ticket paid for by the employer or is reimbursed for public transport fares</p> <p><b>A1_7.2.3:</b> The social worker has at his disposal the material and technical means necessary to ensure his safety while performing social work in the field</p>
<b>A3_2.3</b>	<p><b>A3_2.3.1:</b> The social worker has software available for on-line communication</p> <p><b>A3_2.3.2:</b> The social worker has specialized software available to record social work with the client</p>
<b>A3_2.4</b>	<p><b>A3_2.4.1:</b> As needed, the social worker has access (physical or on-line) to the current legal norms and comments on them, which relate to the issue he is dealing with</p> <p><b>A3_2.4.2:</b> As needed, the social worker has access (physical or on-line) to full versions of current methodological materials related to the area of social work performance in which he works</p> <p><b>A3_2.4.3:</b> As needed, the social worker has access (physical or on-line) to professional literature or other specialized resources</p>

## A3: STRUCTURAL DIMENSION – MATERIAL TECHNICAL CONDITIONS

### AREA A3\_3: MEANS FOR INFORMING THE PUBLIC ABOUT SOCIAL WORK SERVICES

Criterion A3\_3.1 **Social workers have the means to inform the public about the range of social work services**

Criterion A3\_3.2 **Means of informing the public are created with consideration to the specific needs of the potential clientele**

Criterion	Indicators
<b>A3_3.1</b>	<p><b>A3_3.1.1:</b> The social worker has information materials available for the public</p> <p><b>A3_3.1.2:</b> A social worker participates in the creation of information materials for clients and the public (<i>also indicated by <b>Criterion A1_2.3</b></i>)</p> <p><b>A3_3.1.3:</b> The social worker has various information channels available to disseminate information about social work services (e.g. local periodical, community radio, public message boards, social networks)</p> <p><b>A3_3.1.4:</b> Information about social work in the organization is comprehensively presented on the organization's website</p>
<b>A3_3.2</b>	<p><b>A3_3.2.1:</b> The content of the presentation of social work services responds to the specifics of the life situation of existing and potential clients (<i>also indicated by <b>Criterion C_1.2</b></i>)</p> <p><b>A3_3.2.2:</b> The form of the presentation of social work services is governed by the specific needs of the persons at whom it is aimed</p> <p><b>A3_3.2.3:</b> The website of the social work office meets the requirements of accessibility<sup>4</sup></p> <p><b>A3_3.2.4:</b> Information on the website of the social work office is regularly updated</p>

<sup>4</sup> "What can generally be considered accessible is a website or mobile application that a person with a disability can use effectively despite their medical handicap with the help of assistive technologies or specialized programs that they have at their disposal. Websites and mobile applications must be perceivable, controllable, comprehensible and stable for their users." Source: <https://www.mvcr.cz/clanek/pristupnost-internetovych-stranek-a-mobilnich-aplikaci.aspx>.

## B: PROCESS DIMENSION

### AREA B\_1: PROFESSIONALISM OF SOCIAL WORK PERFORMANCE

Criterion B\_1.1 **Social workers apply an individual approach**

Criterion B\_1.2 **Social workers use social work methods situationally<sup>5</sup>**

Criterion B\_1.3 **When terminating work with a client, social workers assess the need for follow-up assistance**

Criterion B\_1.4 **Social workers use a wide range of material and non-material sources when providing help and support to clients**

Criterion B\_1.5 **Social workers implement social work beyond the scope of individual work with the client (e.g. group social work, macro practice)**

Criterion	Indicators
<b>B_1.1</b>	<p><b>B_1.1.1:</b> The organization's written rules require that the provision of social work services be "tailored" to each client's needs (<i>also indicated by C_1.1</i>)</p> <p><b>B_1.1.2:</b> New clients are always assessed for their living situation</p> <p><b>B_1.1.3:</b> The social worker is responsible for assessing the client's life situation, even in the case of the involvement of workers of other specializations (e.g. nursing)</p> <p><b>B_1.1.4:</b> The social worker has written methodological support available for assessing the client's life situation</p> <p><b>B_1.1.5:</b> For longer-term clients, the social worker assesses the living situation repeatedly or continuously</p> <p><b>B_1.1.6:</b> The setting of the goals of cooperation with the client takes place with the client, including the determination of partial steps and procedures for their achievement</p> <p><b>B_1.1.7:</b> A written agreement is negotiated between the social worker and the client on the partial steps aimed at achieving the goals of cooperation and on the division of responsibility between the social worker and the client for their implementation</p> <p><b>B_1.1.8:</b> The social worker and client continuously evaluate the progress in achieving the goals of their cooperation and revise these goals as necessary</p> <p><b>B_1.1.9:</b> At the end of their work together, the social worker and client evaluate the fulfillment of the goals they have set</p>
<b>B_1.2</b>	<p><b>B_1.2.1:</b> In working with clients (individual/family), the social worker applies various methods (e.g. client-oriented approach, case management; multidisciplinary approach, advocacy of the client's interests)</p> <p><b>B_1.2.2:</b> The social worker consciously and justifiably chooses social work tools depending on the assessment of the client's life situation</p> <p><b>B_1.2.3:</b> The social worker uses self-reflection techniques</p>
<b>B_1.3</b>	<p><b>B_1.3.1:</b> When ending their work together, the social worker discusses with the client, as necessary, the possibilities of further formal assistance (i.e. provided by other specialists or bodies) or informal support</p>

<sup>5</sup> Situationally means to consciously and justifiably choose procedures depending on the assessment of the client's life situation.

## B: PROCESS DIMENSION

	<p><b>B_1.3.2:</b> After the agreed upon termination of working with the client, the social worker searches for and mediates follow-up assistance for the given client, if needed</p>
<b>B_1.4</b>	<p><b>B_1.4.1:</b> The social worker has an overview of the social services available in his locality/region, or in the entire Czech Republic, if needed</p> <p><b>B_1.4.2:</b> The social worker has an overview of other available resources and support bodies in their locality/region, or the entire Czech Republic, if needed (e.g. benefits, other helping professionals, foundations, apartments, food banks, therapeutic/respice camps for children with disabilities, charity clothing providers, self-help groups, etc.)</p> <p><b>B_1.4.3:</b> The social worker actively searches for and addresses support bodies and experts with whom it would be appropriate to establish cooperation</p>
<b>B_1.5</b>	<p><b>B_1.5.1:</b> Social workers deliberately contribute to social change and strengthening social cohesion through their activities (in particular, applying social work methods focused on the community, prevention, screening, drawing attention to problems regarding the availability of resources<sup>6</sup> needed to fulfill the social needs of individuals or groups of people)</p> <p><b>B_1.5.2:</b> Social workers actively participate in the development of the field of social work through their activities (e.g. they are a member of a professional association of social workers – indicator <b>D_2.1.1</b>, actively participating in conferences, professional councils, working as an educator in social work)</p>

<sup>6</sup> These are resources in the broadest sense of the word, i.e. social services, experts from various fields, social housing and other public services, benefit systems and their regulation, etc.

## B: PROCESS DIMENSION

### AREA B\_2: COURSE OF INTERACTION WITH CLIENTS

Criterion B\_2.1 **Social workers support clients in exercising their rights associated with using the services of the organization in which they work**

Criterion B\_2.2 **Social workers support client autonomy**

Criterion B\_2.3 **Social workers strive for a manner and context of communication that suits clients**

Criterion B\_2.4 **Social workers set up the process of cooperation with clients in such a way that it is transparent for clients**

Criterion B\_2.5 **Social workers protect clients' personal data in accordance with the rules of the organization**

Criterion	Indicators
<b>B_2.1</b>	<p><b>B_2.1.1:</b> According to the social worker, the rights and obligations of clients connected with the use of the organization's services are fully in line with the values of social work</p> <p><b>B_2.1.2:</b> The social worker personally participates in familiarizing the client with his rights and obligations associated with the use of the organization's services</p> <p><b>B_2.1.3:</b> The social worker informs clients about the possibilities of submitting complaints within the organization</p> <p><b>B_2.1.4:</b> The social worker informs clients about the possibilities of submitting complaints to an independent body</p> <p><b>B_2.1.5:</b> If necessary, the social worker helps the client file a complaint or arranges assistance from another entity in this matter</p>
<b>B_2.2</b>	<p><b>B_2.2.1:</b> The social worker discusses with the client the possible solutions to his situation and their consequences</p> <p><b>B_2.2.2:</b> The social worker considers it important to respect the client's choice to the extent that the client's own decision does not seriously endanger the client or his surroundings</p> <p><b>B_2.2.3:</b> The social worker actively motivates the client to take care of as many things as possible himself or at least participate in them</p> <p><b>B_2.2.4:</b> For clients with significantly reduced cognitive or decision-making abilities, the social worker strives to use milder legal alternatives to the limitation of their legal capacity: helping in decision-making (acting as a legal assisting person), representation by a member of the household, or the appointment of a guardian without limitation of the client's legal capacity</p>
<b>B_2.3</b>	<p><b>B_2.3.1:</b> For clients with communication problems related to their disability, the social worker uses appropriate specialized means of communication (e.g. when communicating with people with ASD, or dementia), or arranges for a sign language interpreter</p> <p><b>B_2.3.2:</b> When dealing with the client, the social worker communicates in a language in which the client has a functional knowledge, or uses interpreting services as needed</p> <p><b>B_2.3.3:</b> When communicating with the client, the social worker verifies that they understand each other correctly</p>
<b>B_2.4</b>	<p><b>B_2.4.1:</b> The social worker negotiates with the client such rules of their cooperation that are comprehensible to the client</p>

**B: PROCESS DIMENSION**

	<p><b>B_2.4.2:</b> The social worker verifies that the client understands the meaning of the individual activities within their cooperation</p> <p><b>B_2.4.3:</b> The social worker familiarizes the client with how he can exercise the right to inspect his own documentation maintained within the organization</p>
<p><b>B_2.5</b></p>	<p><b>B_2.5.1:</b> The written rules regarding the obligation of confidentiality of social workers in the organization are considered by social workers to be feasible to apply in practice</p> <p><b>B_2.5.2:</b> In the organization, the permitted ways of dealing with the records of social work clients are determined in writing</p> <p><b>B_2.5.3:</b> At the beginning of the cooperation, the social worker explains to the client that the social worker is bound by confidentiality</p> <p><b>B_2.5.4:</b> If the social worker is not sure how to proceed in accordance with the law when dealing with client information, the organization provides qualified consultation</p>

**AREA C\_1: ORIENTATION OF SOCIAL WORK SERVICES IN AN ON-DEMAND ORGANIZATION**

Criterion C\_1.1 **The organization's written materials reflect the orientation of social work services to the needs of current and potential clients**

Criterion C\_1.2 **The organization strives to harmonize the offer of social work services with the needs of current and potential clients**

Criterion	Indicators
<b>C_1.1</b>	<p><b>B_1.1.1:</b> The organization's written rules require that the provision of social work services be "tailored" to each client's needs</p> <p><b>C_1.1.1:</b> Written rules are available in the organization for monitoring the compliance of the offer of social work services implemented in the organization with the development of the needs of clients and potential clients</p>
<b>C_1.2</b>	<p><b>C_1.2.1:</b> At the workplace, there is an evaluation of the appropriateness of the settings of the provided social work services in relation to the needs of existing and potential clients</p> <p><b>C_1.2.2:</b> In the workplace, there is an evaluation of prematurely terminated cooperation between the social worker and the client</p> <p><b>C_1.2.3:</b> On the basis of evaluating the needs of clients and prematurely terminated cooperation with clients, the social worker proposes an adjustment to the settings of the social work services</p> <p><b>A3_3.2.1:</b> The content of the presentation of social work services responds to the specifics of the life situation of existing and potential clients</p>



## D: CONTEXTUAL DIMENSION

### AREA D\_1: AVAILABILITY OF RESOURCES TO ADDRESS ADVERSE SOCIAL SITUATIONS OF CLIENTS

Criterion D\_1.1 **A range of services is available to meet the needs of clients within the territory where their social workers operate**

Criterion D\_1.2 **Benefit systems are in line with the goals of social work, according to social workers**

Criterion	Indicators
<b>D_1.1</b>	<p><b>D_1.1.1:</b> The social worker has a sufficient capacity of necessary social services available to his clients</p> <p><b>D_1.1.2:</b> The social worker has a sufficient capacity of necessary cross-jurisdiction services available to his clients (e.g. social health, social education)</p> <p><b>D_1.1.3:</b> The social worker has a sufficient capacity of other public services available to his clients (e.g. social housing, special purpose apartments, kindergarten)</p>
<b>D_1.2</b>	<p><b>D_1.2.1:</b> The current setting of the system of social benefits<sup>7</sup> (insured and non-insured), according to the social worker, helps to achieve the goals of social work with the clientele he works with</p> <p><b>D_1.2.2:</b> According to the social worker, benefit systems are implemented in practice in such a way that they help achieve the goals of social work with the clientele they work with (i.e. how the decision-making process works in practice on awarding and withdrawing social benefits, what the deadlines are, etc.)</p>

<sup>7</sup> The term "setting of the system of social benefits" indicates what types of benefits the system includes, in what amounts and what the legal conditions for entitlement to these benefits are.

## D: CONTEXTUAL DIMENSION

### AREA D\_2: SOCIAL WORK AS AN INSTITUTION

Criterion D\_2.1 **Social workers have at their disposal institutional support for the performance of their work**

Criterion D\_2.2 **Social workers feel they are perceived as professionals by those in their surroundings and by the general public**

Criterion D\_2.3 **Social workers consider the current legislative foundation of social work to be satisfactory**

Criterion	Indicators
<b>D_2.1</b>	<b>D_2.1.1:</b> The social worker is a member of a national or international association of social workers <b>D_2.1.2:</b> The social worker has a written frame of reference for the good performance of social work available to him for the area in which he works
<b>D_2.2</b>	<b>D_2.2.1:</b> In the social worker's experience, the public is sufficiently familiar with the range of problems that social work resolves <b>D_2.2.2:</b> The social worker is not employed to solve problems or situations that do not pertain to the field of social work <b>D_2.2.3:</b> The social worker is sometimes invited by professionals from other fields to jointly solve cases that also concern the field of social work <b>D_2.2.4:</b> According to the social worker, professionals from other fields are willing to become involved in resolving the situations of his clients <b>D_2.2.5:</b> The social worker perceives that other workers with whom he cooperates in the organization in performing social work respect his professional opinions
<b>D_2.3</b>	<b>D_2.3.1:</b> The legislation that the social worker must follow in his area of social work performance is, in his opinion, in accordance with the goals of social work with the given type of clientele <b>D_2.3.2:</b> According to the social worker, the current legal framework governing the performance of social work in the Czech Republic is set up appropriately

