



Management of Social Services

WEEK 1: INTRODUCTION

Lecturer: Gloria Angela Mukova (MSc.)

About the course

The course explores the principles and practices involved in social service management focusing on the roles of public and private institutions in addressing social needs. This course unit will provide students with the knowledge on the development, design, provision and management of social services with emphasis on Uganda.

Focus will also be put on comparisons between social service provision and management in Uganda, with other countries - neighbouring, and developed countries. This is to help the students identify gaps in their own setting, appreciate good practices, but also learn best practices from other settings.

Course objectives ...

This course is intended to;

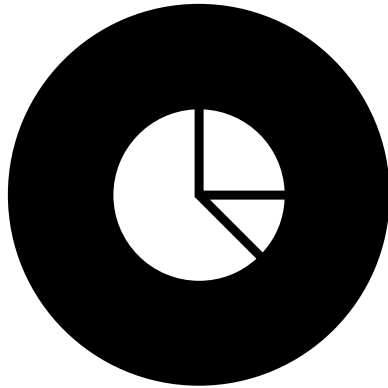
1. Expose students to the existing social services structure in the different communities.
2. Equip students with knowledge on the processes and roles of the actors in social service provision and management.
3. Help students critically explore the connection between social issues and social service provision and management.
4. Enable students come up with ways to improve social service provision and management in developing countries.

Learning outcomes/ competencies

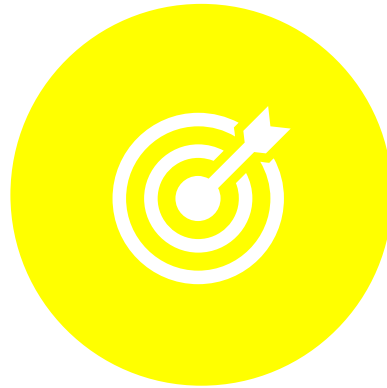
At the end of this course, students should:

1. Demonstrate an understanding of the available social services, their status in Uganda and their contribution to the well-being of communities.
2. Exhibit knowledge of the processes and the contribution of different actors in social service provision and management.
3. Be able to show an understanding of how social issues influence demand for social service provision.
4. Develop strategies for improved social service provision in Uganda among other countries.

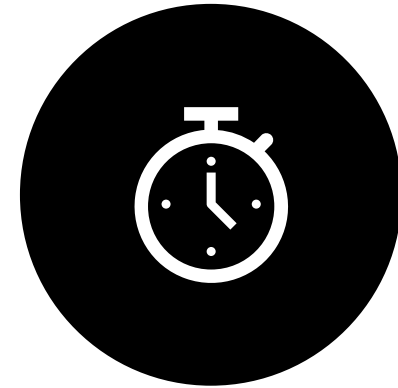
Mode of delivery



LECTURES – 15 WEEKS



DISCUSSIONS –
PADLET, MENTI.COM



ASSIGNMENTS –
FIELD/ PRACTICAL

Course content

Week	Main topic	Focus
1	Introduction	Concepts, history, nature and scope
2-3	Education as a social service	Structure, comparative analysis, disparities
4-6	Health as a social service	Structure, comparative analysis, Management and administration, health policies, challenges
7-8	Housing as a social service	Nature, status, housing policy, housing development and management, comparative analysis

Week	Main topic	Focus
9-10	Water and sanitation as a social service	Nature and scope, actors in provision and management, comparative analysis, challenges
11-12	Infrastructure as a social service	Nature and scope of infrastructure, actors, comparative analysis, management and administration, challenges
13-14	Technology in social service provision	Actors, role, digital transformation, challenges
15	Financing social services	Sources of finance

This week – week 1

Introduction

- Description of concepts
- History of social services
- Nature and scope of social services
- Use / importance of social services

Description of concepts

- social service
- social service design
- social service management
- social service provision

Social Services

A comprehensive range of public services provided by government, private sector, and non-profit organisations to improve the well-being of individuals, families, and communities.

Designed to support individuals and families in need

Address various social, economic and health-related challenges

faced by individuals and

communities

Core Components of Social Services Services

Income Support

Financial assistance programmes for those in need

Healthcare Services

Medical care and health promotion initiatives

Child & Family Services

Protection and support for vulnerable families

Housing Services

Subsidised accommodation and housing support

Social Service Design

The intentional and systematic planning, development, and implementation of programmes aimed at addressing social issues and promoting social welfare.

Intended to meet the needs of individuals and communities



Social Service Design can include;

01

Needs Assessment

Research and analysis to understand specific social issues within target communities

02

Stakeholder Engagement

Collaboration with service users, community members, and partner organisations

03

Goal Setting

Establish measurable SMART outcomes and impact indicators

04

Program design

Design interventions and services tailored to the unique needs and circumstances of target population

05

Monitoring and evaluation

Establish robust mechanisms to track progress, measure outcomes and identify areas for improvement

06

Capacity building and sustainability

For continuity and guaranteed positive impact, invest in capacity building efforts.

Service Design Principles

Client-Centred Approach

Prioritising dignity, autonomy, and empowerment of service users in all decision-making processes

Accessibility & Equity

Ensuring services are inclusive for all community members regardless of background or circumstances



Service Design Principles


Adaptability & Flexibility

Social issues and community needs may evolve overtime, preparation to adapt accordingly is necessary.

Remain flexible and responsive to changing circumstances.



Social Service Provision

- The actual delivery of a wide range of services and support mechanisms
 - Aimed at meeting the diverse needs of individuals, families, and communities.
 - Typically done by government agencies, non-profit organizations, community-based groups, international organizations, and sometimes private entities.
 - The provision is as well guided by the design.
- 

Service Provision Process



Assessment & Intake

Initial evaluation of client needs



Service Planning

Developing tailored support strategies



Service Delivery

Implementation of support programmes



Monitoring

Ongoing evaluation and adjustment



Social Service Management

Overseeing the planning, implementation, coordination, and evaluation of social service programmes to ensure efficient and effective delivery.

Strategic Planning

Developing organisational goals and strategies for addressing identified social needs

Financial Management

Budget development, resource allocation, and compliance with financial regulations

Human Resources

Staff recruitment, training, and performance management for quality service delivery



Historical Development

The basic concerns of social welfare – poverty, disease, dependency and disability are as old as society. Hence, meeting these concerns has evolved over the time

1870s - Charity Organisation Society

Systematic charitable responses emerged in the US and Britain, influencing welfare until WWII

1

2

1884 - Settlement Movement

Samuel Barnett pioneered direct contact with disadvantaged communities, spreading globally

19th Century - Poor Relief Systems

Western Europe and North
America developed
systematic approaches to
poverty relief

3

4

Modern Era


Social services evolved from
emergency measures to
necessary societal functions

Healthcare Evolution

Health is a state of complete physical, mental and social wellbeing, not merely the absence of disease or infirmity (WHO 1986).

Ancient cultures linked religion and medicine closely. Greek and Egyptian temples served as the earliest documented medical institutions, providing cure, advice, and prognosis.

During the 16th-17th centuries, Protestant rejection of Catholic beliefs led to monastery dissolution, abandoning medical facilities until secular crown support emerged.



Education Through the Ages

Education is the process of learning or acquiring knowledge, with writing systems developing around 3500 B.C. in ancient civilisations.

AI Generated – Gamma App





Ancient Mesopotamia

Limited literacy - only royal offspring and wealthy families received formal schooling



Babylonian Era

Libraries in towns and temples, emergence of scribe social class, women learned to read and write



Modern Era

UNESCO calculates more people will receive formal education in next 30 years than in all human history



Nature and Scope Today

Social services create a "mixed economy of welfare" involving statutory, voluntary, and private sectors working together to address society's evolving needs.

Social services now can be;

- Remedial services
- Preventive services
- Supportive services

Remedial Services

Address basic needs
of individuals in acute
or chronic distress

Preventive Services

Reduce pressures
and obstacles that
cause social distress

Supportive Services

Maintain and
improve individual
functioning through
education, health,
and employment
programmes

Economic and social change creates new prospects and hazards for every generation, requiring constant adjustment of social services to meet emerging challenges.

For this course

Infrastructure

Education

Housing

Health

**Water and
sanitation**

Conclusion

Social services play a very vital role in sustaining life; hence their management is very important. This course will elaborate the management of the various social services in Uganda, making comparison with other countries and settings

Next week

Education as a social service

- Description of education and related concepts
- Structure of education delivery system
- Comparative analysis
- Disparities in education

References

1. World Health Organization (1986). The Ottawa Charter for Health Promotion. Geneva: World Health Organization, available from: https://www.euro.who.int/data/assets/pdf_file/0004/129532/Ottawa_Charter.pdf [Google Scholar]