

Development of Program Policies and/or Procedures

# of pages single -spaced	Points
1-2	1 point
3-4	2 points
5+	3 points

Social Service agencies, and large organizations containing social service departments, require consistency in the implementation of organizational practices and the delivery of services. **Policies** guide the organization in their operations and should reflect the mission of the agency. They are written to ensure organizational compliance with statutory law, governing body requirements, accreditation standards, licensing regulations, etc.

Procedures describe the series of steps required to ensure compliance with a specific policy. Agency forms and online program software are developed to implement procedures in a consistent way. Once policies and procedures are in place, it is important that supervisors, managers and administrators ensure consistent compliance with these requirements. Consistency guarantees that employees and clients are treated in the same way in similar circumstances. Thorough, comprehensive and well-written policies and procedures can prevent an agency from potential litigation.

Social Workers are crucial to the development of organizational and departmental policies and procedures. Since social workers interface closely with the clients and consumers of an organization, and they are aware of implementation issues related to procedures, they are often in an ideal place to develop *user friendly* policies and operating procedures.

Ideally, an organization's Policy and Procedures Manual should be a *living* document where it is constantly reviewed and updated to meet the ongoing changes, needs, and requirements of the organization and its consumers.

Macro practice social work students may have an opportunity to revise or develop policies and procedures for various aspects of the program. At times, direct practice students may also have a similar opportunity. However; this would generally occur in a small or *grass roots* type agency. This type of opportunity can prove to be a valuable learning experience for the student and can also enhance the program where these new policies and procedures are incorporated.

***This assignment should be completed in close supervision with the agency supervisor.