

KEEPING FAMILIES SAFE

Encouraging Good Standard Operating Procedures (SOPs)

This series will explore 6 areas of practice that will support good case management in Family Social Work.



Standard Operating Procedures (SOPs) are a set of guidelines to help workers carry out operations within an agency.

Good SOPs help to:

- 01 Provide a guide to resolving issues
- 02 Enable efficiency, standardisation and quality in practice
- 03 Reduce miscommunication in times of crisis
- 04 Offer protection in areas of potential liability

SOPs in the following areas can help workers provide structure for effective, reliable and consistent practice:

- Case Management , esp for cases with high risk concerns
- Supervision
- Flagging and Monitoring
- Case conferences
- Allocation of cases, transfers and closure
- Workplace Safety
- Mandatory Reporting

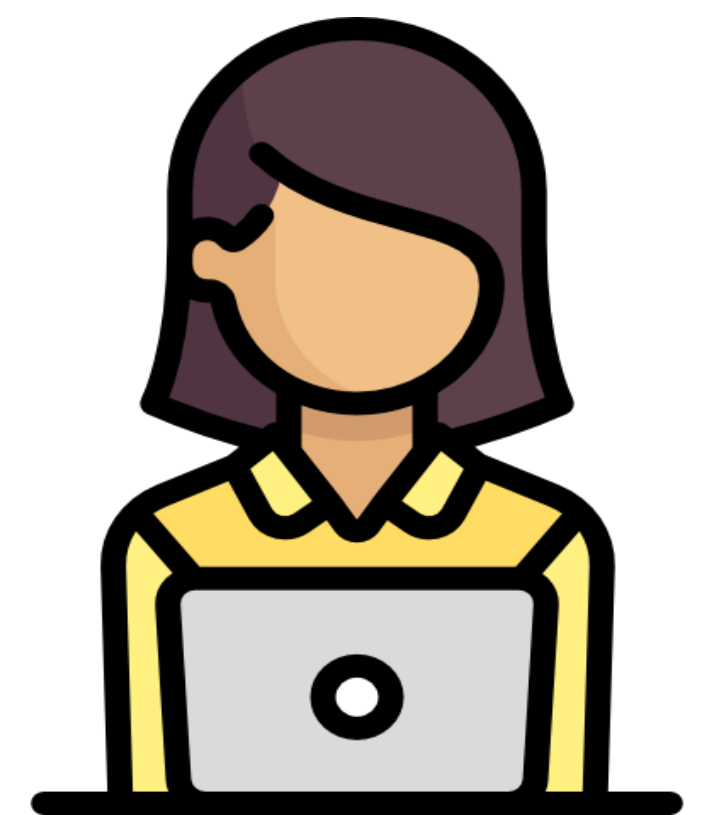
Organisations

- 01 Ensure that SOPs are written in clear and concise language
- 02 Ensure that SOP is detailed enough to provide adequate information to keep performance consistent throughout the organisation
- 03 Review and update SOPs regularly to ensure it stays relevant to practice
- 04 Provide trainings and briefings for all staff to ensure they have a good working knowledge of SOPs



Supervisors

- 01 Ensure that supervisees are familiar and compliant to SOPs
- 02 Provide feedback to relevant parties to ensure that SOP is up to date and compatible with daily operations
- 03 Clarify any doubts supervisees may have regarding SOPs
- 04 Ensure that supervisees are trained and briefed on the SOPs



Case Workers

- 01 Ensure that they have a good working knowledge of SOPs
- 02 Provide feedback or suggestions to improve SOP to their supervisors
- 03 Refer to SOPs when in doubt



Information adapted from the following sources:

https://www.socialworktoolkit.com/Competency/standards_of_proficiency

<https://www.iso.org/files/live/sites/isoorg/files/archive/pdf/en/pub100080.pdf>

[https://www.brampton.ca/EN/Business/BEC/resources/Documents/What%20is%20a%20Standard%20Operating%20Procedure\(SOP\).pdf](https://www.brampton.ca/EN/Business/BEC/resources/Documents/What%20is%20a%20Standard%20Operating%20Procedure(SOP).pdf)