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.
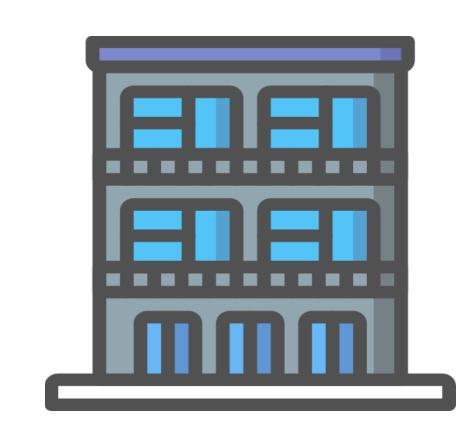
Good SOPs help to:

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