



IFSW European Conference 2017

Reykjavík, Iceland, 28th to 30th of May 2017

The IFSW European Conference 2017 will be held in Iceland on the 28th to the 30th of May 2017 and the theme is **Marginalization and Social Work in a Changing Society**.

It is important that the workshops and presentations have a strong focus on the theme of the conference, i.e. **Marginalization in a changing society**.

It is possible to submit an abstract for

- Workshop up to one hour
- Presentation of 15 minutes and 5 minutes discussion
- Posters

All participants in the conference, including presenters, have to register for the conference.

You can find all information on this website: <http://ifsw europe2017.yourhost.is/>

And please like IFSW European Conference 2017 Facebook page: <https://www.facebook.com/IFSW-European-Conference-2017-198849847125422/?fref=ts>



The IFSW European Conference 2017
Reykjavík, Iceland 28th to 30th of May 2017

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The format for workshop proposals:

- Workshop for 100 -150 people
- Workshop max 40 people
- Presentation of 15 minutes and 5 minutes discussion
- Poster presentation

Language of workshop / presentation:

- English
- German
- French
- Spanish

Abstract (max 250 words about the aims of the workshop and how it will be organised etc.)

Abstract entry from Socialfagligt Fokus for workshop at The IFSW European Conference 2017 which will be held in Iceland on the 28th to the 30th of May 2017 where the theme is Marginalization and Social Work in a Changing Society.

Socialfagligt Fokus is a privately owned consultancy and services company. We primarily work with the 98 job centers across Denmark, specialising in providing highly qualified social care workers within the employment sector. Currently we have 22 full-time advisors employed. As well as case processing, we offer training, supervision and services that enable job centers to streamline their business processes. In the Summer of 2015, we embarked upon a project to develop a portfolio of dynamic standard letters that will foster better understanding and communication between the job centers and their clients. In addition to this, it will allow social workers to be confident that their clients are receiving information that is clear, up-to-date and easy to read this thus making job center socialworkers more efficient.

Since summer 2015, we have been working on our letter project for quite some time now.

We are in a joined venture in developing the letters, as we have gone into a public/private venture with a few of our local job centers. Also we have entered a joined venue with a IT developer for the setup for our letters, so they functionally work as a dimensional letter, that the social worker will be able to put together as a part of the administration in performing the casework.

Society is changing with the process of digitalization, and with this change comes the need of a different mindset for the way of communication. The story of standard communication between our counsel offices in Denmark and the citizens, who use our job centers has had a bad reputation so far. The letters that have been sent to citizens in a very dark spot, have not been formulated in a user-friendly manner and this has caused a fair amount of extra work for the single caseworker in having to explain the content of the letter to the citizen, after the letter was sent out. This has meant a lot of unnecessary extra work and unnecessary bother for the citizen in question.

We have 3 goals aims with this project;

1. Our letters are written in a user friendly language and attitude
2. The documents meet the legal requirements and standards at any time
3. To lift the level of communication standards from the job centers to the marginalized groups in our society.

We believe that our project will revolutionize and heighten the standards in communication within social work within the work area.

We plan that our letters will be part of the three case systems that we use in DK for case handling in our job centers, so usage will be integrated in the everyday workflow.

We would very much like to come and tell our story at your conference in Reykjavik in May 2017 about how this project came by happening and hopefully inspire on a European level, to how we can use our talents within socialwork within the workingerea and knowledge in a different manner in helping our **marginalized groups in society**.

We would very much like to give a presentation of the length 35-40 minutes including answer questions from delegates.