

092305T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 5

COD/OS/SW/CR/02/5/A

PERFORM PSYCHO SOCIAL SUPPORT

JULY/AUG 2024



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL
(TVET CDACC)**

WRITTEN ASSESSMENT

TIME:3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of FIVE (5) printed pages

**Candidates should check the question paper to ascertain that all pages are printed as indicated
and that no questions are missing**

SECTION A: [40 MARKS]**Answer ALL the questions in this section.**

1. Establishing a healthy working environment in a professional setting is crucial for the effectiveness of the client-counsellor relationship. Mention **TWO** principles of establishing such a relationship. (2 Marks)
2. Counseling takes place in different forms. Therefore, it is the work of the counsellor to choose the type of counselling depending on specific issues. State **TWO** advantages of individual counseling over group counseling. (2 Marks)
3. Intake sessions are the initial meetings between a client and a mental health or social services professional. This session sets the tone for the client's overall experience and treatment. However, several challenges can arise during intake session which may affect the effectiveness of the process. State **TWO** challenges that maybe faced during intake session. (2 Marks)
4. As a social worker, a client has approached you with a sexual abuse victim. In the process of assessing the victim, you decide to take some notes during the session. Give **FOUR** reasons as to why session notes are important in counseling. (4 Marks)
5. Stigma and shame are common barriers that individuals seeking psychosocial support may encounter. State **FOUR** reasons why a client may face stigma and shame in the context of psychosocial support. (4 Marks)
6. In the field of psychosocial support, therapists play a crucial role in assessing and addressing the needs of their clients. State **FOUR** factors that may enhance the ability of a therapist to review a client's needs in psychosocial support. (4 Marks)
7. Psychosocial support is a critical component of the recovery process for individuals struggling with drug and substance abuse addiction. List **FOUR** types of psychosocial support that may be given to a drug and substance abuse addiction client. (4 Marks)
8. A hospital setting is a very sensitive place to work. As a medical social worker, you have received a client who has suicidal thoughts due to her health diagnosis she just received recently. State **FOUR** ways you can maintain confidentiality of the client's information. (4 Marks)
9. Providing psychosocial support involves a range of professionals who use their expertise to address the issues affecting their clientele. Identify any **THREE** key actors involved in the provision of community psychosocial support to a family with a member who has a disability. (3 Marks)

10. A psychosocial support contract is a tool used in counseling and therapy to establish clear guidelines, boundaries, and expectations between the counselor and the client. State **FOUR** uses of psychosocial support contract. (4 Marks)
11. Psycho-social support problem exploration is used in counseling and therapy with an aim of identifying and understanding the challenges, issues, and concerns that a client may be facing. Suggest **TWO** ways in which a counselor may practice actively listening to identify a client's underlying problems that need to be addressed. (2 Marks)
12. Selecting the right referral institution can significantly influence the quality of care and the client's recovery process. Recommend **THREE** main factors to consider when selecting appropriate referral institution to a suicidal client. (3 Marks)
13. Closure in psychosocial support session is important because it marks the end of a therapeutic interaction. Highlight **TWO** reasons why a therapeutic interaction should be closed. (2 Marks)

SECTION B: (60 MARKS)**Question 14 is compulsory. Attempt ANY OTHER TWO questions**

14. Read the following case and answer the questions that follow:

Emily is a 22-year-old college student studying social work. She is in her second year of studies and has always been an excellent student. However, over the past few months, Emily has been experiencing increased levels of stress and anxiety related to her academic workload and her personal life. Emily reports feeling fatigued and overwhelmed by the demands of her coursework, which has doubled compared to her first year. She is struggling to manage her time effectively and feels constantly pressured to perform well in her classes. Additionally, Emily has been experiencing difficulties in her personal life, including conflicts with her roommate, feelings of loneliness, and isolation. Her efforts to restore normalcy have not yielded positive results, and she is on the verge of losing hope in life. She has been referred to you for psycho social support.

a) Analyze **FIVE** factors contributing to Emily's stress and anxiety. (10 Marks)

b) Discuss **FIVE** roles of a counselor in supporting Emily through this challenging period.

(10 Marks)

15. Documentation tools are essential for recording, organizing, and managing information related to psychosocial support activities.

a) Discuss **FIVE** documentation tools commonly used to record information during psychosocial support activities. (10 Marks)

a) Problem exploration in the context of psychosocial support involves thoroughly understanding the underlying issues affecting an individual's or group's psychological and social well-being. Explain **FIVE** ways in which culture may influence a therapist when exploring the challenges facing a client. (10 Marks)

16. You have been assigned a client to help through the process of psychosocial support. After listening to the client, you have realized that the client has undergone sexual abuse. To this point, as a professional officer, you immediately know that the client needs to be referred to another service provider for specialized care.

a) Outline **FIVE** items of information that should be contained in the referral notes to communicate the client's needs to the receiving officer. (10 Marks)

- b) Establishing a coding system for psychosocial support records involves creating a structured method for organizing and referencing client information. In this way, the information will remain confidential. Highlight a step-by-step guide on how to establish a secure coding system

(10 Marks)

17. Failure to provide feedback in psychosocial support sessions can have a range of negative consequences for both the client and the therapeutic process.

- a) Explain **FIVE** consequences of not providing feedback. (10 Marks)
- b) Client referral refers to the process of directing clients to another service provider that can better address their specific needs. Identify **FIVE** signs that a client requiring psychosocial services was referred to the wrong service provider. (10 Marks)

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