Reality of The Generalist Social Work Practice in Marital and Family Counseling Institutions

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ABSTRACT

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Keywords: social work generalist practice model marital and family counseling wefaq center This article aimed to shed light on the reality of the generalist social work practice, in marital and family counseling institutions, specifically in the Family Counseling Center "Wifaq" in of Qatar. This included describing and defining the range of professional roles that professional practitioners play .And the patterns of indicative skills (impact - discretionary technological) that should be relied upon to perform these roles, in addition to describing the stages and processes that professional interventions with spouses go through in particular, within the framework of the foundations and data of the generalist social work practice model , Then the research concluded to elicit and analyze the most important positive aspects that are available at Wifaq Center, Which in itself represents the basic components and pillars that contribute to increasing the effectiveness of this guiding model when dealing in general with marital and family problems.

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1. Introduction

Family issues and problems at the present time represent one of the most important and basic topics that occupy the attention of contemporary global thought. Where the majority of nations scramble to provide protection and stability to the family as the basis for the existence of society and its main pillar in achieving its desired goals. Family care is also considered one of the most important criteria by which society's progress and development are measured, in addition to the fact that such care is an inevitable human requirement.

There is a basic dimension that indicates that it is normal for this family system to be exposed during its life cycle to some problems and pitfalls that may affect its ability to perform some or all of the previous functions in an optimal manner. These problems differ from one family to another and from one society to another. Some of them are what the family can confront and overcome, while others are unable to cope with them effectively.

From this point of view, one of the most prominent services that most developed and developing societies are keen to provide to the family at the present time are marital and family counseling services. which aims, in general, to help the family, with its various members and sub-forms, to face the challenges and problems that confront the course of its life. and focusing on reducing the impact

of those challenges on the nature of the relationship between spouses and children, and what may result from them specifically in terms of any kind of family disputes

Since its inception, social work has not been late in its role in confronting the problems facing the family in general and its role is increasing now to confront these successive changes and tensions and their various effects on the family system. In this context, many researchers have indicated that social workers working in the family field are currently required to help the family achieve psychological reassurance. which family members can overcome the difficulties and pressures they encounter and the challenges of contemporary life So that they can, as far as possible, lead a successful and meaningful life.

In brief, this means that social work, as a human profession and as an applied science, responds quickly to every change that occurs to the family from a structural and functional point of view.the direct reason for this is that it has many models and therapeutic approaches through which it efficiently and effectively addresses the negative manifestations and the various problems resulting from any developments facing the family or one of its members.

The generalist social work practice is considered one of the most prominent of these therapeutic models, which has imposed itself significantly in the recent times in the field of families. this is after the results of many scientific studies concluded that this model was effective and feasible in dealing with many types of family problems, especially with cases of marital conflicts. Hence, this article attempts, according to the field experience of the researcher in this field, to shed light on the nature and aspects of the general practice of social work in marital and family counseling institutions and to describe its most important elements and components, specifically in the Family Counseling Center in Doha (FCC). As well as identifying the most important features of this well-established and ancient professional institution of several components and advantages that contributed to improving the practice of this therapeutic model when dealing with different types of marital and family problems

1.1 Objectives

The main objective of this article is to monitor and reveal the actual reality of the generalist social work practice in family marital counseling institutions. which the researcher concluded through his field experiences at the Family Counseling Center (Wifaq), this specifically includes a description of each of the skills, roles, and stages (processes) that professional practice goes through according to this model, this is in addition to identifying and referring to the most important positive aspects available at Wefaq Center, which contributed to increasing the effectiveness and feasibility of this professional model.

1.2 Research Questions

- a. What are the professional roles that the general practitioner plays with clients who benefit from the programs and services of the family counseling institutions?
- b. What are the most important skills practiced by the general practitioner during his work in the institutions of family marital counseling institutions?
- c. What are the stages experienced by the professional practice of social work with clients benefiting from the programs and services of the family counseling institutions?
- d. What are the positive aspects available at Wifaq Center that contributed to increasing the feasibility and effectiveness of the generalist social work practice when dealing with marital and family problems?

2. Generalist Social Work Practice Definition

Generalist practice is one of the contemporary methods that imposed itself on the practice of social work in the last quarter of the twentieth century, and it represents an interactive trend of practice that moves away from the traditional pattern of social work (Fahmy, M, 2013).

Generalist social work practice is defined as a trend in which the social worker, as a general practitioner in social work, focuses on using social and environmental patterns, methods and technical methods to solve the problem without preferring to focus on applying one of the methods of the social work profession to help the beneficiaries of social services services satisfy their needs and face their problems. (Ali, M., 2002, p. 359)

In the Dictionary of Social Work, Robert Barker: 2003 indicates that a social worker is a person who acquires scientific knowledge and professional skills on a large scale without being bound by a specific theoretical orientation or a specific treatment method; He assesses the problematic situations of customers and seeks to find appropriate solutions to them in a comprehensive and integrated manner, during which all the formats related to those problematic situations are addressed. (Barker, R.,2003, p 176)

The most important characteristics of generalist social work practice can be summarized and identified in the following aspects:

- a. Generalist practice is a selective basis for practice that uses skills from all practice models to respond to the demands and needs of clients in their environments.
- b. General practice represents an integrated direction that deals with all levels of individuals, families, groups, communities, and organizations to respond to the requirements of client's system
- c. Focuses on the principles of social justice through which the client system and the social worker system cooperate to find a just system for distributing resources in order to meet the mutual needs of individuals, communities and the natural environment (Abdel-Majid, H. et al., 2015, p. 248)
- d. Emphasizes doing all that is required to be done in terms of procedures and activities to determine the problematic situation of the client, and then the social worker selects theories and models using the perspective of ecosystems perspective and the problem-solving process as guidelines for his work. (Landon, 1995, p 1102).

3. Models of Social Work Practice with Family Problems

Models social work practice aim to satisfy the social needs of man, help him raise his level of social performance, and fix the defect that may exist in his social relationship through intervention and professional dealing with him as an individual, family or small group by seeking through professional practice to bring about changes desirable to achieve these goals

In general, social workers struggle to find ways to help spouses to resolve and settle conflicts between them and to protect children in particular from the negative effects of those conflicts. This always requires the development of a number of models of selected interventions to deal more efficiently and effectively with such acute conflicts and problems (Sudland, C, 2020,248)

The importance of therapeutic models enables the practitioner to direct the practitioner towards the desired changes in the client's or action's or goal's system, and thus they increase the effectiveness of practice. The professional, It also saves time and effort because it defines for the social worker the aspects of intervention, the strategy and roles of the practitioner, and the importance of the model for the practice of social work can be determined in the following aspects. (Habib, Jamal and Hanna, Maryam, 2016, pp. 72-73)

- a. Models assist practitioners in understanding and recognizing the complex or intertwined elements in the human-environment relationship, and thus give more understanding of human behavior and environmental situations.
- b. The models help practitioners identify the needs and problems of the client format, set goals and plan for professional intervention, evaluate and end it, as well as ways to follow it up, which helps the social worker to practice in a scientific manner.
- c. Models help in the development and development of new methods and tools in professional intervention by testing different theories of practice
- d. Scientific models save time and effort for practitioners, as they direct intervention efforts towards achieving their goals in a direct manner

e. Intervention models help evaluate the effectiveness of intervention efforts in achieving the desired change

Specifically, in the context of dealing with family problems, the practice models are mainly based on helping the spouses and family members to bring about basic changes that help improve conditions and relationships within the family and find appropriate solutions to problems that hinder the course of family life or that prevent the family from performing its social functions as required.

There is a set of criteria and conditions that must be met in the therapeutic model that is used when intervention with family problems, and these criteria and conditions are as follows: (Sulaiman, Hussein et al., 2005, pp. 309-310)

- a. Comprehensive: The model focuses on reviewing and understanding all aspects related to the functional aspects of the family
- b. Parsimonious: Does the model provide brief assumptions to explain the phenomena related to the family, and if there is a conflict between these assumptions, does the model choose the most clear and credible assumptions?
- c. Verifiable: Can the model make some accurate predictions about family behavior and interactions what is the ability of the model to prove the validity of these predictions? when collecting data and information about these behaviours?
- d. Precise: Does the model define and explain its theoretical concepts accurately based on accurate data and not on subjective and biased information and data?
- e. Empirically Valid: Were the hypotheses presented by the model selected using empirical studies, and were these hypotheses proven, correct?
- f. Stimulating: Does the model provide a kind of vision and motivation to continue experimental research in order to develop and modify the proposed hypotheses?

In the following, the main features of generalist social work practice can be reviewed, as it is one of the most widely used and common therapeutic models at the present time. where it was actually used in dealing with many types of marital and family problems, and this will include all of the roles, skills and stages of intervention

4. The roles of the general practitioner with the spouse and family

Based on the researcher's field experience, it was possible to identify and identify the most important roles and basic tasks performed by the social worker to reduce marital and family conflicts from the perspective of general practice of social work with individuals and families in eight basic roles that coincide with contemporary changes that have occurred in general on the nature of marital and family life At the moment, these roles, in a procedural and brief form, are as follows:

(1) Mediator:

- a. Providing good communication and mutual understanding between the conflicting spouses by focusing on points of agreement and mutual understanding between them
- b. Determining the conflict areas within the family and the problems arising from them and proposing possible solutions to overcome them
- c. Helping spouses to reach satisfactory agreements, and putting in place the necessary measures to prevent the recurrence of conflicts between the two parties

(2) Enabler:

- a. Helping spouses increase their understanding of themselves and discover their strengths that can be invested in conflict resolution and situations
- b. Helping spouses, especially in acute conflict situations, to express their negative feelings and internal emotions
- c. Helping the spouses to understand and realize the main factors causing the conflict

(3) Coordinator:

a. Coordination of all professional efforts made by members of the professional work team in the institution to resolve the conflict

b. Communicate and coordinate with the various systems affecting the spouses to reach appropriate solutions to the existing conflicts between the two parties

(4) Therapist:

- a. Helping family members to get rid of the feelings of anxiety, tension and emotionality that accompany conflict situations
- b. Helping spouses improve their social performance and deal effectively with stressful life events
- c. Working to modify the negative and inconsistent behaviors of family members that contribute to the exacerbation of the conflict

(5) Teacher:

- a. Training the spouses on appropriate methods and methods to solve the problem and to manage and resolve marital conflicts
- b. Providing the spouses with experiences, interpretations and ideas through which they can calculate their social performance
- c. Introducing spouses and various family members to the damages and negative effects that result from the continuation of marital and family conflicts

(6) advocacer

- a. Defending the interests of husbands and wives, especially poor and vulnerable families
- b. Adopting the defense of affected children in cases of acute disputes and conflicts
- c. Assisting the conflicting spouses in obtaining their legitimate rights to receive care and services that satisfy their needs

(7) Program developer

- a. Determining the unsatisfied needs of family members and suggesting appropriate programs for them
- b. Develop services and programs that are actually used to address problems related to marital and family disputes
- c. Preparing and designing new programs that keep pace with the contemporary changes that have occurred in marital and family life

(8) Counselor:

- a. Providing family members with experiences of dealing with stressful life events and difficult situations
- b. Providing technical support and advice to members of the work team during professional intervention with cases of marital and family disputes
- c. Suggesting more effective methods and mechanisms for dealing with acute and complex disputes and disputes

5. Generalist practice skills in the marital and family field

In order for the social worker to perform the previous roles and tasks, he must have the ability to perform a variety of professional skills that enable him to perform these roles and tasks effectively when dealing with different patterns and forms of marital and family conflicts, and in general, the most important skills that the practitioner can expand In this field to the following types and patterns:

(1) Assment skills

- a. Communication skill to transfer and exchange information, ideas and meanings with the conflicting spouses
- b. Questioning skills to identify facts and information related to conflict situations between spouses
- c. The skill of listening and listening to allow both spouses to deal with critical feelings that are called during interviews and counseling sessions
- d. Expressive regression skill to increase the couple's awareness of the specialist's interest in the subject of the conflict

- e. The skill of paraphrasing to accurately and objectively identify the thoughts and feelings of the spouses
- f. Summarizing skill to write a brief picture of the emotions that unfolded, and the opinions expressed by both spouses during interviews and counseling sessions
- g. Observational skill to estimate and determine the characteristics related to the personal aspects (physical, emotional and perceptual) of the two conflicting parties.
- (2) Influential skills
 - a. The skill of interpretation to provide the couple with new ideas necessary to interpret conflict situations
 - b. The skill of clarification to modify the couple's subjective thoughts and beliefs and their biased and subjective opinions
 - c. The skill of self-expression to motivate the spouses to change and resolve conflicts between them
 - d. The skill of confrontation to reveal the contradictions that each party may show during the intervention process
 - e. The skill of persuasion and influence
 - f. Negotiation skill to bring the conflicting views closer and harmonize between the conflicting spouses
 - g. The problem-solving skill to help the spouses find appropriate solutions to the problems causing and accompanying the conflict

(3) Technological skills

- a. Skill in using modern technological means of communication (communication via the Internet communication via smart phones)
- b. Skill in providing the process of marital intervention and counseling from a distance (phone counseling electronic counseling)
- c. Skill in electronic registration (providing the necessary protection for the data, information and reports of the spouses)
- d. Skill in managing dialogues and group and shared discussions over the phone
- e. Skill in using and employing smart phone programs and applications during the counseling process
- f. Skill in preparing and presenting awareness materials during counseling sessions

6. Stages of intervention with marital and family problems from the perspective of generalist practice

The process of social service intervention with cases of marital tendencies and family problems in general passes through the following stages and processes:

6.1 Assessment problematic situations

The social worker begins his intervention with the conflicting spouses with the process of assessing the situation, which includes reaching a clear and complete understanding of the nature of the personality of each of them and the types of conflicts that exist between them, their causes, and manifestations, and the people surrounding the spouses who contributed to the occurrence of those conflicts ,Specifically, the assessment of the spouses' position includes an accurate identification of each of the following aspects:

- a. The type of problems faced by spouses in general, with a focus on unsatisfied needs
- b. The strengths of the spouses, such as personal skills and experiences, as well as the shortcomings of each.
- c. The nature of the interrelationships between the family and the surrounding social arrangements
- d. The degree of severity of marital disputes through the use of available measurement tools in this regard
- e. The level of motivation and conviction of the spouses to deal with these disputes

6.2 Planning for intervention

Planning is a professional process focused on formulating primary goals for professional intervention and making decisionsrelated to the sub-goals or process that should be worked to achieve (Zastrow, Charles H, 1999, p.12). Planning is also a formulation of events and actions that must take place in the future in order to solve the problem and the actions necessary to implement it (Farley. William et. al, 2006, p119)

This stage includes developing a plan of action through which marital conflicts can be mitigated, this process is carried out by both the social worker and the couple and includes reviewing and analyzing all the information and facts that were previously reached during the assessment process in order to determine the actual procedures that are implemented in the intervention stage (implementation), in order to alleviate the existing conflicts between them, and this process includes each of the following:

- a. Determine the basic goals that each of the conflicting spouses and the social worker wish to achieve
- b. Determining the sub-goals related to the type of problems also associated with marital conflicts, which should also be removed.
- c. Identifying all the parties that contributed to the occurrence of conflicts between spouses, as well as the systems that affect their lives and that can contribute to resolving these conflicts
- d. Transforming the problems experienced by the spouses into needs and determining the levels of intervention for each case.
- e. Drafting the contract (written verbal) about the tasks and responsibilities that the spouses, as well as the specialist, should perform in order to resolve existing disputes
- f. Determining the potential difficulties that may arise during the implementation of the plan by the spouses and how to overcome them.

6.3 **Professional intervention**

This stage includes the application and implementation of the remedial methods and techniques that were identified in the planning stage, through which it is expected to help the spouses find appropriate solutions to the differences and disputes that exist between them., this process requires skill in selecting appropriate remedial methods that are compatible with the nature of conflicts and problems and in proportion to the circumstances of the case,In this regard, the social worker uses many therapeutic methods, such as the methods of each of (family therapy - cognitive-behavioral therapy - behavioral marital therapy-family mediation model).

6.4 Evaluation

This process consists in determining the effectiveness and efficiency of the efforts and professional interventions carried out by the social worker with the spouses. this includes a comparison between the degree of severity of marital conflicts and the accompanying problems during the process of assessing the situation and after applying strategies and treatment methods. during this stage, both the social worker and the spouses discuss the goals that have been achieved, the changes made for each party, and evaluate the methods used to achieve the goals.

6.5 Termination and follow-up

The relationship between the social worker and the couple ends when the goals of the intervention are approached, and when he realizes that the spouses do not need more remedial efforts, and they have the ability to deal effectively with life's pressures and to face any kind of disagreements and conflicts that may hinder their future life path. then the social worker will follow up on the couple's condition to ensure the stability and continuity of the positive changes that have been achieved during the intervention process and make sure not to go back to disputes again.

7. Elements of generalist practice in the Family Counseling Center

The Family Counseling Center (Wifaq) is one of the social centers of public interest affiliated with Qatar Social Work, this center was established in November 2002. To provide its guidance services to individuals and families of various cultural spectra, religions, languages and age groups of citizens and residents on the territory of the State of Qatar, and the center performs its social mission through a qualified group of consultants and specialized experts

The professional practice of this center has gone through several developments ,its employees had long experiences that crystallized in the center's adoption of the generalist practice model and relying on it mainly in professional work with families ,this came because the center is basically characterized by a set of advantages or positive aspects, which constitute basic ingredients for practicing this professional model.which, in turn, helped his success and increase his effectiveness with families benefiting from the services he provides ,for example, but not limited to, the most important and most prominent of these components or positive aspects can be identified as follows:

a. Integration and comprehensiveness of the strategic objectives of the center, which are directed to practice

The strategic objectives of the Wifaq Center, which guide its practice and professional interventions, are summarized in urging young people to marry, strengthening family ties, deepening the culture of responsible parenthood and reducing the negative effects of divorce on divorced and divorced women and children in society, in addition to building and developing institutional capacities.

The analyst finds that the content of these strategic goals is comprehensive and complementary, both in terms of dealing with all stages of family life (before marriage - during the beginning of marriage - after the birth of children - and even in the event of divorce), this is in addition to the diversity and comprehensiveness of these goals in terms of the field in which they operate (preventive - curative - developmental), In addition to its multiplicity in terms of the systems directed to it (children's system - the couple's system - the family's system - the institution's system (change) - the larger society's system), Perhaps this comprehensiveness and integration is his confirming the foundations and premises of the generalist social work practice, which distinguishes it from other other professional models

b. Relying on teamwork

Given the variety of factors causing marital and family problems, which are related to both the personal and environmental systems of clients to them, the social worker also confirms the modern trends of the profession in general - Including the generalist practice model -, In any case, he can achieve the required effectiveness when intervening to confront these problems, except by cooperating with a work team from various disciplines ,which is already available at Wefaq Center, where professional practice is carried out in all its departments through an integrated work team that includes, besides the social worker, the psychological worker - the legal worker - the forensic worker - the educational worker

c. Adopting Islamic guidance for practice

If the generalist practice emphasizes the importance of taking religious and spiritual aspects into consideration when dealing with the problems of individuals and families, the presence of the legal worker among the members of the work team at Wifaq Center has greatly contributed to directing the practice towards the worldly aspects ,Although this matter has not yet reached an in-depth stage of intervention, which is known as the Islamic inclusion and mainstreaming of the practice, the work team at Wefaq Center in general focus on improving the relationship of spouses and family members with God Almighty, believing that weakness or interruption of this connection may be a reason for their falling into personal problems and problems related to marital and family disputes.

d. The use of integrated assessment

The generalist practice model states that the problems of individuals and families may be due to several factors and causes related to each of the personal systems of clients, which include (Biological & Physical System - Mental and Cognitive System - Emotional System - Behavioral System), as well as environmental systems, which include (Family Environment - physical environment surrounding

customers), at the beginning of the intervention phase, the work team is fully aware of the various previous aspects, this is evident through the case search form provided by each department of the center. which specialists and officials of planning and development at the center are keen to develop and update its provisions, main and subsidiary on a permanent basis, and in accordance with contemporary global standards in order to reach a clear and complete understanding of the different personality patterns of customers and their social and physical environment

e. The use of regulated assessment and measurement tools

The use of accurate measurement tools is one of the methods on which the generalist practice model depends whereas, the Wifaq Center was keen on the accurate diagnosis of the various types of problems and disorders that are related to each of the above-mentioned systems during the intervention stages, this is according to the nature and individuality of the case that the specialists are dealing with, in fact, the center has dedicated to this task a single department under the name (Tests and Measurements Department), which currently owns the latest psychological and social measurement and diagnostic tools.through which it is possible to reach an accurate identification of the various types of disorders and problems facing clients, especially marital and family problems.

f. Focus on developmental practices (improving quality of life)

The generalist practice model confirms that the social worker should not be limited in his work to simply helping family members find appropriate solutions to the problems that confront their lives. rather, the scope of this role should be extended to help in upgrading their personal capabilities. wifaq Center has already taken this direction in the last ten years, where the center has created, within its services, what is known as developmental counseling, which focuses on developing the skills of spouses and children to deal with life's difficulties efficiently and effectively and respond to the requirements of modern life, which leads to upgrading their personal capabilities and improving their quality of life in general.

g. Paying attention to specialized services

The generalist social work practice calls for focusing on the types of services that are provided in particular to vulnerable groups of clients, in order to satisfy their needs and address the problems they face, or at least influence the difficult circumstances and conditions they are going through. so that you can adapt as much as possible and adapt to such situations, wifaq Center has responded to this demand since its establishment by providing parental care service for separated/divorced children, which aims to establish a balanced relationship between the child and his parents and bring him to an appropriate level of social and psychological compatibility. As well as the service of field visits to inspect homes, which aims to determine the appropriateness and safety of the physical environment in which the child lives after divorce and to express a social opinion in this regard

h. The breadth of professional competencies (continuum tasks)

The analyst also finds that Wifaq Center's professional specializations are characterized by a high degree of diversity and diversity, which extends to include all family affairs., these competencies can be distributed in a gradual manner to a continuum of professional tasks and responsibilities, the two sides of which begin at the lower level "raising societal awareness of the role of the family and the importance of maintaining and strengthening family ties," then it extends to "adopting the defense of children's interests in the event of divorce or separation.". of course, this gradual continuum provides the opportunity to take many models and professional approaches in order to implement all these multiple tasks and specializations in the desired and desired way, including what is known as the third wave models in psychological sciences., and the model of the generalist social work practice, which fits the nature of contemporary family life.

i. Focusing on modern concepts and contemporary trends of parenthood

Generalist social work practice is based mainly on General system theory, Ecological Perspective, these two theories stem from a basic postulate that: "the parenting system is the pivotal blow and the most influential social system in building and shaping family behaviors and the pillars of family life in general."

The follower of a series of seminars, knowledgeable conferences, forums and various internal and external events organized or participated in by Wifaq Center in the last decade, finds that the center adopts in its guidance practices and awareness programs many modern scientific concepts and contemporary trends that are in line with the aforementioned Muslim, among the most important, but not limited to, is the immunity of the parental relationship - responsible parenting - effective parenting - parenting education

j. Practicing the social networking strategy

generalist practice emphasizes the need for social institutions to apply the social networking strategy, which is in short, forms of cooperation between institutions and bodies with different experiences and diverse capabilities., it is based on joint support for a topic or a social issue, if the Wifaq Center, like all social centers, has, since the beginning of its establishment, concluded a set of cooperative agreements and protocols with civil society institutions and concerned bodies related to family issues and problems in order to achieve its mission and strategic objectives, however, the agreement that the Center concluded with the Supreme Judicial Council of Qatar specifically in 2010 is a realistic example of the Center's practice of the social networking strategy as a stage of the cooperative participatory relations, which actually rise to the so-called level of institutional alliances, whereby professional support and guiding interventions are provided in support of the family court services, which contribute to overcoming marital and family problems, Wifaq Center has been keen, as the theoretical basis for generalist practice states, to mobilize its capabilities, resources, and material and human capabilities to achieve this purpose. It should mention the time and place of research in the first part. All materials and methods that used such chemical for analysis, treatment and experimental design must be stated clearly and briefly. State the objectives of the work and provide an adequate background, avoiding a detailed literature survey or a summary of the results. A Theory section should extend, not repeat, the background to the article already dealt with in the Introduction and lays the foundation for further work. a Calculation section represents a practical development from a theoretical basis.

8. Conclusion

This article dealt with an analytical description of one of the most important models of professional practice in social work, which is the prevailing model now in many social institutions, especially in marital and family counseling institutions. It is characterized by accuracy and precise definition of the various professional steps and processes carried out by the social worker. This analysis included deducing and extracting the most important positive aspects available at the Wifaq Center, which make it a leading center in the field of marital and family counseling in the Arabian Gulf region, which has contributed to increasing the effectiveness of general practice. For social work. These aspects represent in themselves the basic components and foundations that contribute to increasing the effectiveness of general with marital and family problems.

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