

Principles for Developing the Caseworker-Client Relationship

To build rapport with the client and ultimately develop the helping relationship, specific client needs must be addressed:

- ✘ The client has a need to be treated as a unique individual rather than a case, a type, or a category.
- ✘ Clients need to express both negative and positive feelings.
- ✘ Clients need sympathetic understanding of and response to the feelings expressed. There is a delicate balance between being personally and emotionally involved with a client and maintaining a degree of professional objectivity.
- ✘ Clients need to be accepted as people of worth and inherent dignity regardless of personal problems and past failures.
- ✘ Clients have a need to be neither condemned nor judged for the difficulties in which they find themselves.
- ✘ Clients have a need to make their own choices and decisions.
- ✘ Clients have a need to keep personal information as secret as possible.

It is important to note that these principles apply to all stages of the protective services process, from the initial investigation to case closure.

Source: *Child Protective Services: A Guide for Caseworkers* by Diane DePanfilis and Marsha K. Salus