

**STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK**



COURSE OUTLINE

HUSV 310 Working in Human Service Agencies

Updated By: Jennifer Waite, LMSW, HS-BCP, M.Ed, January, 2014
Reviewed and Revised: Jennifer Waite, LMSW, HS-BCP, CASAC, April 2015

**SCHOOL OF BUSINESS AND LIBERAL ARTS
SOCIAL SCIENCES DEPARTMENT
APPLIED PSYCHOLOGY
MAY 2015**

- A. **TITLE:** Working in Human Service Agencies
- B. **COURSE NUMBER:** HUSV 310
- C. **CREDIT HOURS:** (3)
- D. **WRITING INTENSIVE COURSE:** No
- E. **COURSE LENGTH:** 15 weeks
- F. **SEMESTER(S) OFFERED:** Spring
- G. **HOURS OF LECTURE, LABORATORY, RECITATION, TUTORIAL, ACTIVITY:**
3 lecture hours per week
- H. **CATALOG DESCRIPTION:**
This course introduces the student to an understanding of the basic skills and knowledge required of entry-level personnel in human service agencies. The course examines the conditions creating human needs and how agencies respond to those needs. Emphasis will be on working with others in a human service agency, how these agencies get services to people in need, and how professionals help clients to function more effectively.
- I. **PRE-REQUISITES/CO-REQUISITES:**
a. Pre-requisite(s): none b. Co-requisite(s): HUSV 201: Introduction to Human Services or permission of instructor.
- J. **GOALS (STUDENT LEARNING OUTCOMES):**
By the end of this course, the student will be able to:

<i>Course Objective</i>	<i>Institutional SLO</i>
a. Memorize and apply basic vocabulary and practice principles to agency situations	2. Critical Thinking 3. Professional Competence
b. Demonstrate knowledge of mission statements, financial obligations, and roles in human service organizations	2. Critical Thinking 3. Professional Competence
c. Describe aspects of supervision and managerial responsibilities to workforce issues	2. Critical Thinking 3. Professional Competence
d. Demonstrate the skills for working in a team-oriented agency	1. Communication 2. Critical Thinking 3. Professional Competence
e. Identify internal sources of organizational change and coping strategies for workers.	2. Critical Thinking
f. Analyze the legal and ethical obligations of human service workers and their agencies	2. Critical Thinking

K. TEXT:
Furman, R. & M. Gibelman (2013) *Navigating Human Service Organizations, Third Edition*. Belmont, IL: Lyceum, 2013.

L. REFERENCES:
Schram, B. and Mandell, B. *Human Services: Policy and Practice*, 8th Ed. Prentice-Hall. 2011;
Harris, H. S., Maloney, D. C. and Rother, F. M. *Human Services: Contemporary Issues and Trends*, 3rd Ed. Allyn and Bacon. 2004.

M. EQUIPMENT: Technology enhanced classroom

N. GRADING METHOD: Based on 100 points, 90-100 = A, 86-89 = B+, 80-85 = B, 76-79 = C+, 70-75 = C, 66-69 = D+, 60-65 = D, 59 and below = F

MEASUREMENT CRITERIA/METHODS:

Class Participation	20%	Written Assignments	35%
Midterm Exam	15%	Final Exam	20%
Project	10%		

O. DETAILED COURSE OUTLINE:

- I. Getting to Know the Human Service Organization
 - A. The Work Setting
 - B. Agency Roles for Human Service Workers
 - C. Terminology
 - D. Conflicts between Professionals and Organizations
- II. Distinguishing Features of Organizations
 - A. Defining Human Service Organizations
 - B. Types of Organizations
 - C. Missions of Organizations
 - D. Organizational Structure
- III. How Organizations Are Financed
 - A. Sources of Funds
 - B. Corporate Contributions
 - C. Other Sources of Revenue
 - D. Managing Finances
- IV. Who Has the Power? Roles in Human Service Organizations
 - A. Role of the Board of Directors
 - B. Chief Executive Officer
 - C. External Key Players
- V. Supervision Within the Organizational Setting
 - A. Definition of Supervision
 - B. Functions of Supervision
 - C. Enhancing Professional Development
 - D. Evaluating Job Performance
- VI. The Work Environment
 - A. Impact of Managerial Style
 - B. Agency's Workforce
 - C. Volunteers
 - D. Physical Environment

- VII.** Human Service Practice in Host Settings
 - A. Work Challenges in Host Settings
 - B. Host Setting Issues
 - C. Unique Challenges
- VIII.** Conditions of Work
 - A. Organizational Policies
 - B. Laws Governing Employment
 - C. Workplace Rules
 - D. Unions
- IX.** The Changing Environment of Organizations
 - A. Organizations as Open Systems
 - B. Changing Public Policies
 - C. Managed Care
 - D. Changing Patterns of Service Delivery
- X.** Internal Sources of Organizational Change
 - A. Management Turnover
 - B. Changing Client Base
 - C. Planning Processes
 - D. Obstacles to Change
- XI.** Coping With Change
 - A. Strengths Perspective
 - B. Empowerment
 - C. Directing Power Resources
 - D. Importance of Outcomes
- XII.** Making Your Organization Better
 - A. Selecting Your Battles
 - B. Mentoring
 - C. Looking Toward Your Future
 - D. Developing Skills for Your Agency and Yourself

- P.** **LABORATORY OUTLINE:** N/A