

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



MASTER SYLLABUS

HUSV 420 – ORIENTATION TO HUMAN SERVICES

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**SCHOOL OF BUSINESS AND LIBERAL ARTS
SOCIAL SCIENCES DEPARTMENT
FALL 2022**

- A. **TITLE:** Orientation to Human Services
- B. **COURSE NUMBER:** HUSV 420
- C. **CREDIT HOURS:** 1 lecture hour per week for 15 weeks
- D. **WRITING INTENSIVE COURSE:** No
- E. **GER CATEGORY:** N/A
- F. **SEMESTER(S) OFFERED:** Fall
- G. **COURSE DESCRIPTION:** In this course, students will focus on issues related to public policy, professional behavior, interpersonal dynamics, and work-related skills related to human service settings in preparation for HUSV 421: Human Services Practicum. Students will explore and secure practicum placements for HUSV421 while enrolled in the HUSV 420 Orientation.
- H. **PRE-REQUISITES/CO-REQUISITES:**
Pre-Requisite: HUSV 201 Intro to Human Services and HUSV 315 Mental Health Practice and/or permission of the faculty practicum coordinator.
Co-Requisite: None
- I. **STUDENT LEARNING OUTCOMES:**

<i><u>Course Student Learning Outcome [SLO]</u></i>	<i><u>PSLO</u></i>	<i><u>ISLO</u></i>
a. Participate in a seminar which will cover lifespan development issues and the application of human systems approaches in a real-world setting.	Professional Development	5
b. Describe major developmental risk factors related to society.	Communication	1 [O, W]
c. Identify successful models for working with human service agencies.	Knowledge Base in Human Services	5
d. Identify and practice successful personal skills in work with human service agencies.	Ethical and Social Responsibility in a Diverse World	4[IK]
e. Analyze intervention strategies used in human services.	Scientific Inquiry and Critical Thinking	2 [IA]
f. Identify company culture issues for work within human service agencies, including dress, behavior, understanding office dynamics and organizational hierarchies.	Professional Development	5

KEY	Institutional Student Learning Outcomes [ISLO 1 – 5]
ISLO #	ISLO & Subsets
1	Communication Skills Oral [O], Written [W]
2	Critical Thinking Critical Analysis [CA], Inquiry & Analysis [IA], Problem Solving [PS]
3	Foundational Skills Information Management [IM], Quantitative Lit./Reasoning [QTR]
4	Social Responsibility Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]
5	Industry, Professional, Discipline Specific Knowledge and Skills

J.

AP
PLI
ED
LE

ARNING COMPONENT: No

K. TEXTS:

Woodside, M. (2017). *The human services internship experience: Helping students find their way*. Sage Publications, Inc.

L. REFERENCES:

Alle-Corliss, L.A. and Alle-Corliss, R.M. (2006). *Human services agencies: An Orientation to Fieldwork*, (2nd ed.). Cengage Learning.

Kiser, P. (2016). *The human services internship, getting the most from your experience* (4th ed.). Cengage Learning.

Neukrug, E.S. (2016). *Theory, practice, and trends in human services: An introduction* (6th ed.). Cengage Learning.

Sweitzer, H.F. and King, M.A. (2019). *The successful internship: Personal, professional, and civic development in experiential learning* (5th ed.). Cengage Learning.

M. EQUIPMENT: Technology-enhanced classroom

N. GRADING METHOD: A-F

O. SUGGESTED MEASUREMENT CRITERIA/METHODS:

- Exams
- Quizzes
- Video Presentations
- Projects
- Written Assignments
- Discussion Boards

P. DETAILED COURSE OUTLINE:

- I. Importance of Self-Understanding
 - A. Influences on Personal Development
 - B. Influences of Culture, Race, and Ethnicity
 - C. Review of human services
 1. Socio-cultural context
 2. Economic-governmental context
 3. Psychological context
 4. Historical context
- II. Understanding and Perceiving Self and Others.
 - A. Constructivist Perspective
 - B. Family Systems
 - C. Ecological Perspectives
 - D. Strengths Perspectives
 - E. Resilience Perspective
 - F. Empowerment Perspective
 - G. Dual Perspectives

III. Values, Ethics, and Legal Obligations.

- A. Personal Values
- B. Professional Values
- C. National Association for Human Services (NOHS) Code of Ethics

IV. Professionalism and Professional Relationships.

- A. Acting in a Professional Manner
- B. Professional Roles
- C. Dress to Impress
- D. Developing a Professional Identity
- E. Using Supervision
- F. Engaging in Career-Long Learning

V. Developing Working Relationships.

- A. Helping Relationships
- B. Core Interpersonal Qualities
- C. Common Mistakes

VI. Basic Interpersonal Skills.

- A. Observational
- B. Attending to Clients
- C. Listening
- D. Expressing Warmth

VII. Opening and Closing a Meeting.

- A. Beginning a First Meeting
- B. Closing a Meeting

VIII. Expressing Understanding.

- A. Expressing Empathy
- B. Reflecting Feeling
- C. Reflecting Meaning

IX. Gaining Further Understanding.

- A. Using Questions
- B. Common Mistakes

X. Developing Deeper Understanding.

- A. Need to Develop Deeper Understanding
- B. Focusing on Strengths and Positive Factors

XI. Assessing Readiness and Motivation.

- A. Stages of Readiness to Change
- B. Assessing Stages of Change
- C. Social Cognitive Theory
- D. Assessing Motivation to Change

XII. Identifying Key Problems or Challenges.

- A. Understanding the Client's Problems

XIII. Establishing Goals.

- A. Identifying General Goals
- B. Monitoring Progress and Alliance

XIV. Taking Action.

- A. Identifying Steps
- B. Evaluating, Organizing, and Planning the Steps
- C. Skills to Enhance Achievement of Steps

XV. Evaluating and Ending Professional Relationships.

- A. Evaluating Progress
- B. Ending Professional Relationships

XVI: Exploring and Securing the Practicum Setting

- A. Identifying Agencies and Organizations
- B. Preparing Paperwork
- C. Securing Practicum Placement Setting

Q. **LABORATORY OUTLINE:** None