

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



MASTER SYLLABUS

HUSV 201 – INTRODUCTION TO HUMAN SERVICES

Created by: Jennifer Waite, LMSW, CASAC

Updated by: Jennifer Waite, LMSW, CASAC, Christina Lesyk, LMSW (April, 2019)

**SCHOOL OF BUSINESS AND LIBERAL ARTS
SOCIAL SCIENCES DEPARTMENT
SPRING 2020**

- A. **TITLE:** Introduction to Human Services
- B. **COURSE NUMBER:** HUSV 201
- C. **CREDIT HOURS:** 3 lecture hours per week for 15 weeks
- D. **WRITING INTENSIVE COURSE:** Yes
- E. **GER CATEGORY:** None
- F. **SEMESTER(S) OFFERED:** Fall and Spring
- G. **COURSE DESCRIPTION:**
 In this course, students will be introduced to the field of Human Services. The course provides a sense of the scope of practice, the various fields of work, type of clients encountered and current trends. Students will receive an overview of developmental and counseling theories, in addition to an introduction to professional and ethical conduct.
- H. **PRE-REQUISITES/CO-REQUISITES:** None
- I. **STUDENT LEARNING OUTCOMES (see key below):**

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

By the end of this course, the student will be able to:

Course Student Learning Outcome [SLO]	Program Student Learning Outcome [PSLO]	GER [If Applicable]	ISLO & Subsets
a. Describe the nature of the human services field, the type of positions and activities, the relationship to other professionals, and the scope and limitations of practice appropriate for the human service work professional.	Communication		1 – Communication Skills [O, W]
b. Explain the history of the human services profession, including standards of practice, professional certification, and ethical conduct.	Professional Development		5 – Industry, Professional, Discipline Specific Knowledge and Skills
c. Identify at a general level the major theoretical models used in Human Services, along with interviewing and counseling methods used by human service professionals.	Knowledge Base		5 – Industry, Professional, Discipline Specific Knowledge and Skills
d. Analyze the similarities and differences in approaching different levels of social systems, including the individual, family, group, organization and community.	Scientific Inquiry and Critical Thinking		2 – Critical Thinking [IA]
e. Describe the nature and diversity of various central client groups seen by human service professionals.	Ethical and Social Responsibility in a Diverse World		4 – Social Responsibility [ER]

J. APPLIED LEARNING COMPONENT: No

K. TEXTS (Suggested):

Neukrug, E. (2017). *Theory, practice and trends in human services* (6th ed.). Boston, MA: Cengage Learning.

L. REFERENCES:

Burger, W. R. (2011). *Human services in contemporary America*. Belmont, CA: Brooks/Cole.

Cannon-Poindexter, C. & Valentine, D. (2007). *An introduction to human services: Values, methods and populations served* (2nd ed.). Belmont, CA: Brooks/Cole.

M. EQUIPMENT: Computer, projection system, Blackboard Learning Management System

N. GRADING METHOD: A - F

O. SUGGESTED MEASUREMENT CRITERIA/METHODS:

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

P. DETAILED COURSE OUTLINE:

I. Defining the Human Services Professional

- A. Identifying the human services professional
- B. Related mental health professionals
- C. Professional associations in the human services and related fields
- D. Characteristics of the effective human services professional
- E. Ethical considerations regarding scope of practice

II. The Human Services Profession: History and Standards

- A. Predecessors to modern-day social service fields
- B. A brief history of the human services profession
- C. Standards in the profession
 - a. Skill standards
 - b. Credentialing
 - c. Ethical standards
 - d. Program accreditation
 - e. Competencies and qualifications as a professional

III. Theoretical Approaches to Human Services Work

- A. Counseling versus Psychotherapy
- B. Four conceptual orientations
 - a. Psychodynamic
 - b. Existential-humanistic
 - c. Cognitive-Behavioral
 - d. Postmodern approaches
- C. Eclecticism or Integrative approaches
- D. Ethical considerations: the need for supervision

- IV. The Helping Interview: Skills, Process, and Case Management**
 - A. Creating the helping environment
 - B. Counseling techniques
 - C. Stages of the helping relationship
 - D. Case management
 - E. Psychotropic medications
 - F. Ethical considerations: confidentiality

- V. Development of the Person**
 - A. Cognitive & moral development
 - B. Personality development
 - C. Life span development theories
 - D. Normal & abnormal development
 - E. Ethical considerations: misdiagnosis and cultural competency

- VI. Human Systems: Couples and Families, Groups, Organizations and Communities**
 - A. General systems theory
 - B. Couples and families: rules and roles, crises
 - C. Groups, types and patterns of functioning
 - D. Organizational and community systems
 - E. Using a systems approach to understand the complexity of interrelationships
 - F. Ethical considerations: the system and confidentiality

- VII. Diversity, Cultural Competence and Social Justice**
 - A. Cultural diversity in the U.S.
 - B. Culturally competent helping
 - C. Key concepts such as racism, sexism, prejudice, and discrimination
 - D. Social justice work
 - E. Ethical considerations: client's right to dignity, respect, and understanding

- VIII. Working with Diverse Clients**
 - A. Developing cultural competence
 - B. Guidelines for working with diverse clients (the role of culture, religion, gender, poverty, older adults, the mentally ill, clients with HIV/AIDS, clients with disabilities)
 - C. Ethical considerations: making wise ethical decisions

- IX. Research, Evaluation and Assessment**
 - A. Overview of research methods
 - B. Needs assessments
 - C. Assessment and testing
 - D. Ethical considerations: informed consent, use of human subjects

- X. Future Trends in the Functions and Roles of the Human Service Professional**
 - A. Trends in client populations
 - B. Standards in the profession
 - C. Trends in the form and arena of human services
 - D. Ethical considerations: continuing education

Q. LABORATORY OUTLINE: None