

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



MASTER SYLLABUS

HUSV 310 – WORKING IN HUMAN SERVICES AGENCIES

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

- A. TITLE:** Working in Human Services Agencies
- B. COURSE NUMBER:** HUSV 310

C. **CREDIT HOURS:** 3 lecture hours per week for 15 weeks

D. **WRITING INTENSIVE COURSE:** No.

E. **GER CATEGORY:** None.

F. **SEMESTER(S) OFFERED:** Fall.

G. **COURSE DESCRIPTION:**

In this course students will be introduced to 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 these needs. Emphasis will be on working with others in a human service agency, how these agencies provide services to people in need, and how professionals help clients to function more effectively.

H. **PRE-REQUISITES/CO-REQUISITES:**

Pre-Requisite: HUSV 201 or permission of the instructor.

Co-Requisite: None.

I. **STUDENT LEARNING OUTCOMES (see key below):**

KEY	Institutional Student Learning Outcomes [ISLO 1 – 5]
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:

<i>Course Student Learning Outcome [SLO]</i>	<i>PSLO</i>	<i>GER</i>	<i>ISLO</i>
a. Demonstrate knowledge of mission statements, financial obligations, terminology, and	Knowledge base in Psychology, Human Services, or Applied Behavior Analysis		5

roles in human service organizations.			
b. Analyze the legal and ethical obligations of human service workers and their agencies,	Scientific Inquiry and Critical Thinking		2 [IA]
c. Describe aspects of supervision and managerial responsibilities related to workforce issues.	Professional Development		5
d. Demonstrate skills for working in a team-oriented agency.	Ethical and Social Responsibilities in a Diverse World		4 [IK, T]
e. Identify internal sources of organizational change and coping strategies for workers.	Communication		1 [O, W]

J. APPLIED LEARNING COMPONENT: No

K. TEXTS:

Furman, R. & Gibelman, M. (2013). *Navigating human service organizations* (3rd ed.). Belmont, IL: Lyceum.

L. REFERENCES:

Harris, H. S., Maloney, D. C. and Rother, F. M. (2004). *Human services: Contemporary issues and trends* (3rd ed.). Boston, MA: Allyn and Bacon.

Schram, B. and Mandell, B. (2011). *Human services: Policy and practice* (8th ed.). Upper Saddle River, NJ: Prentice-Hall.

M. EQUIPMENT: technology enhanced classroom.

N. GRADING METHOD: A-F.

O. SUGGESTED MEASUREMENT CRITERIA/METHODS:

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

P. 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

Q. LABORATORY OUTLINE: None.