

## Master Syllabus

### SCHOOL OF EDUCATION AND SOCIAL SERVICES

#### HUS 121 – SA02 - 3 Credit Hours

#### COURSE DESCRIPTION

This course explores the field of human services, its history, concepts, delivery strategies, and values. The course also examines the various roles of human services workers in contemporary society.

#### PRE-REQUISITES – NONE

#### REQUIRED TEXTS, WEBSITES, AND ADDITIONAL MATERIALS

Kinsella, S. (2014) *Human Services: A Student-Centered Approach*, Upper Saddle River, NJ: Pearson Education, Inc. ISBN-13: 978-0134260372 ISBN-10: 0205879276 (eTextbook)

National Organization for Human Services and Council for Standards in Human Services, Ethical Standards for Human Services Professionals

#### LEARNING OUTCOMES

Upon completion of this course the student should be able to:

1. Distinguish between the major models used to integrate, prevent, maintain, intervene, and rehabilitate consumers as well as identify generic concepts of human services
2. Classify modern human services in a historical context;
3. Demonstrate the roles and skills of human services entry-level professionals and workers;
4. Describe human services problems and the range and characteristics of human services delivery systems and boundaries of the field;
5. Analyze strategies, theories, and knowledge bases that have been used traditionally to treat people in need;
6. Discuss new strategies for helping people in need that are most closely identified with a human services approach or a political and ideological approach;
7. Evaluate ethical and legal issues that affect human services workers and begin to develop conscious use of self and application of Saint Leo Core Values of **Community** and **Respect**.

#### SAINT LEO UNIVERSITY CORE VALUES

For this course, the Saint Leo University core values of Community, Excellence and Respect are most applicable.

**Community** – Saint Leo University develops hospitable Christian learning communities everywhere we serve. We foster a spirit of belonging, unity, and interdependence based on

mutual trust and respect to create socially responsible environments that challenge all of us to listen, to learn, to change, and to serve.

**Respect**—Animated in the spirit of Jesus Christ, we value all individuals' unique talents, respect their dignity, and strive to foster their commitment to excellence in our work. Our community's strength depends on the unity and diversity of our people, on the free exchange of ideas, and on learning, living, and working harmoniously.

## **METHODS OF ASSESSMENT**

### **Discussion and Participation Grade (10%)**

#### **Short Essay Quiz – (5%)**

Each student is expected to attend class regularly and actively participate in the class sessions by speaking and giving feedback to others. Quizzes will be given periodically on the assigned readings, Internet assignments and class lab exercises. In-class exercises will teach about the history of the helping professions, the beginning of the field of human services, the role workers are assigned to in the agencies, the different types of treatment available, the current issues and problems consumers bring to the agencies, and the populations the students can expect to encounter. Discussions will center around skills needed to work with individuals, groups, families, and the community when residents are struggling with poverty, unemployment, illness, substance abuse, domestic violence, mental illness, disability, or aging issues to name just a few. Students will learn how to apply the NOHS ethical standards as well as the Saint Leo Core Values of Community and Respect.

#### **Mid-term Examination – (15%)**

You will be tested on material you have learned in the text and in the class such as information on human services history, current social problems, various populations that need services, knowledge and skills in service delivery, treatment interventions like case management, intake interviewing, individual counseling, group facilitation, resource and referral or any other human service approaches.

#### **Career Interest Paper - (25%)**

Despite its low weight, don't let this assignment fool you. It might be the most important assignment of all. Think about all that you have learned about being a professional human services worker. What area of human services would you be most interested in working? Think about the special populations and distinct settings. What assets and values do you bring to the profession? What area of human services interests you the least? What personal or professional characteristics do you feel you need to improve in order to become a human services worker? As a human service professional practicing in the field, it is vital to know which social welfare programs could help your clients. Briefly discuss how social welfare programs have helped many people. Discuss how community organizing can bring about social change. **3-4 pages in length, typed, doubled-spaced, legible. This is a self-awareness paper, but 3-4 references should be used to strengthen the paper. Use of the course text is required. Address chapters you have studied, or you have read in the text. A written reference page is required. APA referencing is required.**

### **Agency Paper and Volunteer Assignment (25%)**

Students are asked to visit a local human services agency to interview an agency supervisor and then volunteer five (5) hours if the agency allows volunteers. Agency settings may include food banks, services for the elderly, children, teens, or community centers, schools, day care centers, churches, Salvation Army, Goodwill, etc. A statement on agency letterhead indicating the student has completed the volunteer hours/interview, is required to be completed and then turned in with the student paper. Students will write a reaction paper reflecting the information they have gained. After interviewing the agency supervisor, students will write a 5-page paper about what they have learned. Consider the agency setting, type and age of population served, services provided, roles of social service professionals employed there, education needed to work there, salary range for social service professionals, and job opportunities. Include 2 peer reviewed academic references in your writing assignment. Be sure to apply and incorporate the course Saint Leo University core values of community and respect to the field of human services and two ethical standards from the Ethical Standards for Human Service Professionals (from the Responsibility to Clients section) in your paper. Discuss your observations. Was the agency well maintained? Did clients (if observable) look at ease? Did employees appear happy and client focused? Does the organization meet its organizational mission and vision? You are encouraged to use the Saint Leo University online library to provide additional research for your paper as well as using your course text. **A letter to the agency describing this assignment will be given to you by your instructor so that you can provide a written introduction.**

### **Agency Presentation (5%)**

The PowerPoint presentation must provide a historical overview of the organization's human services historical development. What is the organizational mission and vision statement? In addition, the required components of the agency paper must be incorporated. Students must present a professional presentation. Create a 5-8 slide PowerPoint to address the paper requirements. Make sure to dress professionally. Note: This assignment is based on the Agency Paper. Due week 8

### **Final Examination (15%)**

You will be tested on material you have learned in the text and in the class such as human services history, current social problems, various populations that need services, knowledge and skills in service delivery, treatment interventions like case management, intake interviewing, individual counseling, group facilitation, resource and referral, or any other human services approaches.

### **GRADING**

A final course grade will be based upon the following:

A	94% to 100%	Exceptional
A-	90% to 93%	Superior
B+	87% to 89%	Excellent
B	84% to 86%	Very Good
B-	80% to 83%	Good
C+	77% to 79%	Above Average
C	74% to 76%	Average

C-	70% to 73%	Below Average
D+	67% to 69%	Marginal
D	60% to 66%	Poor
F	<60%	Failure

**Course Schedule:**

**Module 1 Introducing the helping process**

**Objectives** When you complete this module, you should be able to:

- Identify human services agencies, why they are needed, and who uses the services that are provided
- Recognize human services delivery systems including private proprietary, non-profit, and government agencies
- Describe the Human Services Model and the Problem-Solving Approach
- Differentiate among knowledge, values and skills of the human services profession

**Readings:** Chapter 1: Introducing the Services

**Assignments**

<b>Items to be Completed:</b>	<b>Due No Later Than:</b>
Post an introduction to the class	Thursday 11:59 PM EST/EDT
Post an initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Review Standards from Council for Standards in Human Services Education	Sunday 11:59 PM EST/EDT

**Module 2 The Human Services Historical Overview**

**Objectives** When you complete this module, you should be able to:

- Discuss the history of the Human Services profession and the people who were instrumental in its development
- Recognize Generalist Human Services roles, skills, and occupations
- Discuss the historical development of the helping professions in America
- Recall significant people who created new programs to assist the poor, disabled, mentally ill, sick, immigrants, children, and the elderly

**Readings:** Chapters 2: Human Services becomes a profession  
Chapter 3: The early history of helping others

## Assignments

<b>Items to be Completed:</b>	<b>Due No Later Than:</b>
Post an initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Complete Short Essay Quiz	Sunday 11:59 PM EST/EDT

## Module 3 The helping framework

**Objectives** When you complete this module, you should be able to:

- Develop cultural competence by building a knowledge base, understanding professional values, and practicing skills
- Apply the Model of Client Empowerment in your practice with people
- Recognize both verbal and nonverbal skills

**Readings:** Chapter 4: Developing competence with diverse cultures  
Chapter 5: Professional helping skills

## Assignments

<b>Items to be Completed:</b>	<b>Due No Later Than:</b>
Post an initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT

## Module 4 Human Services Strategies

**Objectives** When you complete this module, you should be able to:

- Apply interventions with individuals, groups, and families
- Evaluate skills with individuals such as case management, intake interviewing, counseling, and caregiving
- Identify the roles of a Community Organizer

**Readings:** Chapter 6: Strategies of Interventions with Individuals, Groups, and Families  
Chapter 7: Strategies of Interventions with Communities and Organizations

## Assignments

<b>Items to be Completed:</b>	<b>Due No Later Than:</b>
Post an initial response to the discussion question	Thursday 11:59 PM EST/EDT

Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Complete Midterm Exam	Sunday 11:59 PM EST/EDT

## Module 5 Populations and Interventions

**Objectives** When you complete this module, you should be able to:

- Identify social issues affecting diverse populations such as poverty, crime and violence, child abuse and neglect, drugs and alcohol, HIV/AIDS, homelessness, and problems with cognitive functioning
- Differentiate between the two measures of poverty used in the United States; the Poverty Threshold and the Poverty Guidelines
- Identify Erikson's Stages of Psychosocial Development

**Readings:** Chapter 8: Current Social Issues  
Chapter 9: Working with Children and Adolescents

### Assignments

Items to be Completed:	Due No Later Than:
Post an initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT

## Module 6 Human Services & Older Adults

**Objectives** When you complete this module, you should be able to:

- Identify Erikson's Stages of Development for adults and the elderly
- Discuss the types of services and programs that are available for aging adults
- Recognize the reasons why aging adults need human services

**Readings:** Chapter 10: Working with Adults & Elderly

### Assignments

Items to be Completed:	Due No Later Than:
Post an initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT

## Module 7 Human Services & Spirituality/Religion

**Objectives** When you complete this module, you should be able to:

- Identify the differences between religion and spirituality
- Discuss the role of religion and spirituality in Integrative Medicine
- Describe Respect & Community in relationship to the helping process

**Readings:** Chapter 11: Spirituality and Faith-based practices

**Assignments**

<b>Items to be Completed:</b>	<b>Due No Later Than:</b>
Post an initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Agency Paper	Sunday 11:59 PM EST/EDT

**Module 8 Developing your professional self**

**Objectives** When you complete this module, you should be able to:

- Define Burnout and its causes and symptoms
- Identify Human Services competencies
- Develop a professional career plan for yourself

**Readings:** Chapter 12: Developing your professional self

**Assignments**

<b>Items to be Completed:</b>	<b>Due No Later Than:</b>
Post an initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates	Sunday 11:59 PM EST/EDT
Complete Career Interest Paper	Sunday 11:59 PM EST/EDT
Complete Final Exam Paper	Sunday 11:59 PM EST/EDT
Submit PowerPoint Presentation	Sunday 11:59 PM EST/EDT