COURSE SYLLABUS

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SECTION 1: COURSE INFORMATION

Format: Eight weeks.

Course ID: HUSV 3833

Course Title: Human Services Management

College: College of Unrestricted Education - Department of Human Services

Prerequisites: None

Credit Hours: 3

Instructor: See the online course in MyFIRE for instructor contact information and availability.

Course Description

This course provides an introduction to management practices of human service programs, agencies, and organizations with an emphasis on program development.

Course Overview

This course is intended to introduce students to the management of Human Services Programs.

Course Workload

Time spent on course assignments will vary by student depending on familiarity with course content, reading rate of speed, writing rate of speed, and other individual factors. Based on averages for most students, it is estimated that the course workload estimate for this course is_____(x hours per week).

Course Materials

1. J. A. Lewis, T. R. Packard (2012). Management of Human Service Programs, 5th Edition. Cengage Learning. Required and optional textbooks are accessed and ordered through SEU's bookstore.

Disclaimer: The resources utilized in this course provide information, thoughts and insights that should encourage critical thinking on the part of the student. Please note as well that as an Assembly of God institution, Southeastern University does not necessarily endorse specific personal, religious, philosophical, or political positions found in these resources.

Course Topics

The purpose of this course is to introduce, reinforce, and measure learning on the following topics:

• Facing the challenges of management
• The environment of Human Services Programs
• Planning and Program Design
• Applying organizational theories
• Creating organization design
• Developing and managing human resources
• Building supervisor relationships
• Maintaining finances to meet program goals
• Designing and using information systems
• Evaluating human services programs
• Leading and changing human services organizations
• Achieving and maintaining organizational excellence

Intended Learning Outcomes

As a result of reading, study, and assessments in this course, the student should be able to:

• Identify common management styles, theories, and skills in human services programs.
• Distinguish the roles of management and leadership.
• Apply concepts of effective management and leadership by designing, developing and managing human services programs.
• Determine the purposes and functions of human service programs.

Late Work

None accepted.

Extra Credit

None accepted.

SECTION 2: SOUTHEASTERN POLICIES

Academic Policies

View this link to see Southeastern's Policies regarding SEU's Mission and Vision Statements, Title IX Statement, Student Services, Class Participation, Official Email, MyFIRE Use, Technical Difficulties, Technical Support, Disability Statement, Academic Honesty, Course Evaluation, Official Withdrawal, Grading Scale, and Netiquette.

SECTION 3: COURSE SCHEDULE

The **Course Schedule** provides a listing of your work in this course. The assessments are listed by Module and include the due dates and point values.

Note: Assignments are due by 11:59 p.m. EST on the due date, unless otherwise noted.

AIM, LEARN, AND APPLY DESCRIPTIONS

Aim

When you see the Aim icon, you will be introduced to topics and ideas that will be covered throughout this module. The AIM will also provide you with a glimpse into your learning objectives and an introduction to this module.

Learn

When you see the Learn icon, all of your reading assignments will be listed and may include additional resources that your instructor is providing to help you complete the activities and assessments for the module.

Apply

When you see the Apply Icon, it will be time to demonstrate your learning for the module. The items here are those in which you'll be graded and may include discussions, activities, assignments, quizzes, exams, and projects.

MODULE 1

XX/XX/XX - XX/XX/XX

◎ **[Insert learning objectives below. Here are some examples:]**

➢ Identify the purposes and main elements of human service programs.

➢ Identify the functions of human service management.

➢ Discuss different styles of management.

➢ Discuss the case study of Mike.

➢ Reflect back on a past or current management/leadership experience and explain how it affected your working relationship.

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➢ Read Textbook: Chapters 1-3

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➢ Discussion for Week 1

    ○ Due: Saturday (Week 1), Tuesday (Week 2)

    ○ Points: 50

➢ Activity 1

    ○ Due: Tuesday (Week 1)

    ○ Points: 50

➢ Activity 2

    ○ Due: Tuesday (Week 2)

    ○ Points: 75

➢ Activity 3

    ○ Due: Tuesday (Week 2)

- Points: 75

MODULE 2:

XX/XX/XX - XX/XX/XX

- ➢ Identify the strengths and weaknesses of classical theories for human service organizations.

- ➢ Identify the strengths and weaknesses of human relations and human resources models for human service.

- ➢ Discuss the models of human resources

- ➢ Define and discuss the Open Systems Theory

- ➢ Explain Contemporary Development

- ➢ Read Textbook: Chapter 4

- ➢ Discussion for Week 2

  - o Due: Saturday, Tuesday

  - o Points: 50

- ➢ Activity 4

  - o Due: Tuesday

  - o Points: 75

- ➢ Activity 5

  - o Due: Tuesday

  - o Points: 75

- ➢ Activity 6

- Due: Tuesday
- Points: 50

MODULE 3:

XX/XX/XX - XX/XX/XX

- ➢ Identify organizational structures

- ➢ Develop job design

- ➢ Design organizational charts

- ➢ Write performance appraisal using appraisal mechanisms

- ➢ Explain employee assistant programs

- ➢ Read Textbook: Chapters 5-6

- ➢ Discussion for Week 3

    - o Due: Saturday, Tuesday

    - o Points: 50

- ➢ Activity 7

    - o Due: Tuesday

    - o Points: 75

- ➢ Activity 8

    - o Due: Tuesday

    - o Points: 75

MODULE 4:

XX/XX/XX - XX/XX/XX

- Define and discuss supervisory roles
- Utilize leadership models in supervision

- Read Textbook: Chapters 7

- Discussion for Week 4
  - o Due: Saturday, Tuesday
  - o Points: 50
- Activity 9
  - o Due: Tuesday
  - o Points: 75
- Activity 10
  - o Due: Tuesday
  - o Points: 75

MODULE 5:

XX/XX/XX - XX/XX/XX

- ➢ Explain the financial management process
- ➢ Deploy resource development
- ➢ Design and use information systems

- ➢ Read Textbook: Chapters 8-9

- ➢ Discussion for Week 5

  - o Due: Saturday, Tuesday

  - o Points: 50

- ➢ Activity 11

  - o Due: Tuesday

  - o Points: 100

- ➢ Activity 12

  - o Due: Tuesday

  - o Points:100

- ➢ Activity 13

  - o Due: Tuesday

  - o Points: 50

MODULE 6:

XX/XX/XX - XX/XX/XX

- Describe monitoring services and treatment
- Explain how to develop goals and objective at social services agencies
- Evaluate human services programs
- Discuss how to maintain organizational excellence

- Read Textbook: Chapters 10-12

- Discussion for Week 6
  - o Due: Saturday (Week 7), Tuesday (Week 8)
  - o Points: 50
- Reflection
  - o Due: Tuesday (Week 7)
  - o Points: 50
- Activity 14
  - o Due: Tuesday (Week 8)
  - o Points: 75
- Final Exam
  - o Due: Tuesday (Week 8)
  - o Points: 200

SECTION 4: ASSESSMENTS

Discussion Forums

Description

You are expected to be prepared to discuss your knowledge of the weekly topics and how

the principles presented relate to your life. For every discussion question, you are

required to post a minimum of three times on two different days. Minimum post

represent 70%. Your primary post will be in response to the posted question(s).

Your remaining two posts must be in response to two of your peers' primary posts.

The post will involve dialogues about important issues and theories related to the field

of human services. Statements that you make in your posts should be supported by

references to the week's readings and information obtained from other current sources

(e.g., journal articles and reputable websites). Your posts must demonstrate that you

reflected on the assigned readings and synthesized the material with your previous

knowledge and experience. The primary posts must have appropriate content, be an

integration of your knowledge, and be supported by appropriate

resources. A minimum of one resource must be used and cited in your primary post.

The responsive posts must be substantive, reflective, challenging, and positive. Please

adhere to the weekly time frame to allow others time to comment on your work.

Your initial post to the discussion questions are due by Thursday at 11:55 p.m. of

the week they are assigned. Your response posts need to be completed by the

end of the week. A substantial post is considered to be a minimum of 300 words

for your primary posts and 100 words for your response posts. You are highly

encouraged to post more than the minimum. This is the best way to learn in this

class.

The following may cause the student to lose points on the posts (out of a total of 50

pts.): 1. Not posting on 2 different days 2. Not meeting the minimum word length
requirements 3. Not posting the three posts required (minimum)

for a 100% grade 4. Not including a citation for at least one source of academic support

in the initial post.

Total Possible Points

300

Grade Weight

20%

<p align="center" style="color:red">Activities</p>

Description

In modules 1-6 students will complete written assignments that will be outlined in the classroom. These assignments will allow the students to apply concepts that they have read about during the corresponding week...

Total Possible Points

1075

Grade Weight

67%

Final Exam

Description

In Module 6 you will take your final exam. Your final exam will consist of multiple choice, true or false and essay questions. Your exam is a closed book exam. You will have 90-minutes to complete the exam.

Total Possible Points

200

Grade Weight

13%