**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**
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**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 or Spring

**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):**

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

| *Course Student Learning Outcome [SLO]* | *PSLO* | *ISLO* |
|---|---|---|
| a. Demonstrate knowledge of mission statements, financial obligations, terminology, and roles in human service organizations. | Knowledge base in Psychology, Human Services, or Applied Behavior Analysis | 5 |
| 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, diverse 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] |

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

## J.    APPLIED LEARNING COMPONENT:  No

**K.     TEXTS:**
Furman, R. & Gibelman, M. (2021).  *Navigating human service organizations* (4th ed.).
Lyceum.

**L.     REFERENCES:** .
Watson, L.D. & Hoefer, R.A. (2014). *Developing nonprofit and human service leaders:*
       *Essential knowledge and skills*.  SAGE Publications, Inc.
Summers, N. (2016). *Fundamentals of case management practice* (5th ed.). Cengage.

**M.     EQUIPMENT:**  Technology-enhanced classroom

**N.     GRADING METHOD:**  A-F

**O.     SUGGESTED MEASUREMENT CRITERIA/METHODS:**
- Exams
- 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