

CBE

Competency-Based Education

COURSE OUTLINE

COURSE NO.: **34-63-65**

NEW: February/1998

TITLE: **INTRODUCTION TO HUMAN SERVICES**

DEPARTMENT: Youth Academies

CREDITS: 10

HOURS: 180

APPORTIONMENT NO.: 01.101.129

COURSE DESCRIPTION:

This competency-based course prepares students to be entry-level human service workers through classroom instruction and employment opportunities. It will examine the nature of helping by identifying significant issues in the field of human services and describe skills required by human service professionals. In addition, this course will examine the essential elements of effective listening and critical thinking skills. This course will help prepare students for college and provide them with the necessary information to pursue a career in human services. Competency areas include: history of human services, the role of human service professionals, basic attitudes and skills for human service workers, effective communication skills, facilitation skills for group leaders, problem-solving, the impact of multiculturalism in human services, administration and fundraising, employment preparation, and college and career planning for human services.

PREREQUISITES:

None

After a student has completed this course, he/she may not be allowed to re-enroll in the course.

LOS ANGELES UNIFIED SCHOOL DISTRICT
Division of Adult and Career Education
Instructional and Counseling Services Unit
Adult Curriculum Office

ACKNOWLEDGMENT

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MATTIE ADAMS
Assistant Principal
Narbonne High School

SHELDON ALPERT
Resource Teacher
Los Angeles Unified School District

CAROLYN BOJORQUEZ
Family Resource Center
San Pedro Boys & Girls Club

JEFFERSON CRAIN
Executive Officer
LAUSD Board of Education

PATRICK DONAHOE
Principal
Narbonne High School

DOROTHY GRAM
Organizational Facilitator
Narbonne/San Pedro Cluster

KRISTI KANEL, Ph. D.
Lecturer, Human Services
CSU, Fullerton

MICHAEL LAURENT
Counseling Psychologist
CSU, Dominguez Hills

PAUL LONGOBARDI, Ph.D.
Chief Psychologist
King-Drew Medical Center

CHRISTINA PEREZ
Minority Health Consultant
U.S. Department of Health and Human Services

AMBROSIO RODRIGUEZ
Assistant Director
LAC/Dept. of Mental Health

JOHN SPARKS
Director, Tech Prep
Harbor Community College

JUDITH TODD, Ph.D.
Coordinator, Human Services
CSU, Dominguez Hills

RICHARD VAN HORN
President and CEO
Mental Health Association

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JIM KONANTZ
Director
Career Development Unit

JAMES A. FIGUEROA
Assistant Superintendent
Division of Adult and Career Education

<p>C. IDENTIFY BASIC ATTITUDES AND SKILLS FOR HUMAN SERVICE WORKERS</p> <p>Students will identify and discuss basic attitudes and skills needed to be a successful human service worker.</p> <p>(6 hours) Classroom Instruction</p>	<ol style="list-style-type: none"> 1. Identify the attitudes that are essential for successful human service workers such as flexibility, patience and persistence. 2. Develop an understanding about the inherent capacity of any person to improve or grow, given the opportunity and resources. 3. Learn how to be respectful and non-judgmental in order to observe behavior objectively. 4. Learn techniques for using good judgement in decision-making and actions taken. 5. Learn organizational skills. <ol style="list-style-type: none"> 6. Demonstrate a genuine desire to work with people. 7. Demonstrate an ability to establish a friendly, productive relationship with program participants. 8. Demonstrate an ability to observe and describe program participants' behaviors accurately and without bias. 9. Demonstrate appropriate level of emotional control, including not becoming overly-excited or depressed and maintaining a good sense of humor. 10. Demonstrate understanding of one's own abilities and limitations. 11. Demonstrate ability to handle crises effectively by enlisting help of trained professional staff. <p>(12 hours) Work-Based Learning</p>
<p>D. EFFECTIVE COMMUNICATION SKILLS</p> <p>Students will develop effective communication skills essential for working in the human services field.</p> <p>(12 hours) Classroom Instruction</p>	<ol style="list-style-type: none"> 1. Identify words that can be used to convey respect and interest without being judgmental or critical. 2. Learn about effective listening skills. 3. Learn to engage different types of people in conversations. 4. Learn how to ask thoughtful, open-ended questions. 5. Learn how to accept compliments and criticism. 6. Learn how to use role-playing and sample scenarios as a technique in practicing communication skills. <ol style="list-style-type: none"> 7. Demonstrate empathy and compassion toward others. 8. Demonstrate ability to listen to the needs and concerns of others. 9. Engage others in conversations by asking open-ended questions. 10. Demonstrate openness to receiving feedback about behavior from others. <p>(16 hours) Work-Based Learning</p>

<p>(12 hours) Work-Based Learning</p>	<ol style="list-style-type: none"> 8. Understand the importance of having a positive attitude on the job. 9. Observe work behavior of others on the job. 10. Identify other workers who can serve as role-models. 11. Discuss on the job work behavior with a professional at the job site. 12. Demonstrate the ability to receive and use feedback from co-workers. 13. Learn how to consult and network with other workers and agencies.
<p>J. COLLEGE AND CAREER PLANNING FOR HUMAN SERVICES</p> <p>Students will be able to identify his/her interests and abilities when selecting a college and career.</p> <p>(3 hours) Classroom Instruction</p>	<ol style="list-style-type: none"> 1. Learn about the colleges and universities with human services programs. 2. Identify different human services programs that offer certificates in specialized areas, as well as associate and bachelor level degree programs. 3. Learn ways of financing a college education (e.g. scholarships, Cal Grants, Pell Grants, work-study, and student loans). 4. Learn about strategies for taking the SAT. 5. Identify and explore choosing a particular field of human service.

SUGGESTED INSTRUCTIONAL MATERIALS AND OTHER RESOURCES

TEXTBOOKS

Mehr, Joseph (1995). Human Services: Concepts and Instruction Strategies. Allyn and Bacon: Boston.

Hocker, Wilmont (1995). Interpersonal Conflict. Fourth Edition.

Dass and Gorman (1990) How Can I Help?

Statement for Civil Rights

All educational and vocational opportunities are offered without regard to race, color, national origin, gender, or handicap.
