

COURSE: CAREERS IN HUMAN SERVICES

CONTENT OUTLINE

- I. The Field of Human Services
  - A. Role in Society
  - B. Historical Background
  - C. Organizational Structure
    - 1. Legislation
    - 2. Guidelines
    - 3. Procedures
    - 4. Advocacy
    - 5. Funding
    - 6. Public relations
    - 7. Staffing (including volunteers)
    - 8. Advisory boards
  - D. Professionalism
    - 1. Ethics
    - 2. Confidentiality
    - 3. Standards
    - 4. Interaction with agencies
  - E. Networks
    - 1. Vertical
      - a. local
      - b. state
      - c. national
    - 2. Horizontal -- linkage with other agencies
- II. Human Relations
  - A. Understanding Self
  - B. Basic Human Needs
  - C. Values and Goals
  - D. Acceptance of Differences
  - E. Problem-solving and Decision-making Skills
- III. Communication Skills
  - A. Verbal
  - B. Nonverbal
  - C. Listening

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CONTENT OUTLINE, continued

IV. Observation Skills

- A. Observing
- B. Recording
- C. Interviewing

V. Agencies and Services

- A. Agencies Serving Specific Problems, Needs, and Groups
  - 1. Health
  - 2. Children
  - 3. Elderly
  - 4. Persons With Disabilities
  - 5. Families
- B. Accessing Agencies
  - 1. Needs analysis for client
  - 2. Determining possible services
  - 3. Securing services
- C. Interrelationship of Services in the Community

VI. Careers in Human Services

- A. Variety and Levels of Jobs
- B. Advantages and Disadvantages of Human Services Careers
- C. Preparation for Human Services Careers
- D. Volunteer Activities -- Role of Volunteer
- E. Exploration of the Human Services Field as a Possible Career