

**GRANDE PRAIRIE REGIONAL COLLEGE
REHABILITATION SERVICES DIPLOMA PROGRAM
COURSE OUTLINE**

Human Service Organizations RP2400

Winter: January 4, 1994 to February 18, 1994

Class Times: Monday and Friday 10:00 - 11:50 a.m.
Wednesday 8:30 - 10:20 a.m.

Prerequisites: RP1200, RP2300, RP2306

Instructor: - Betty Barton

Office Hours: Room H229
Monday , 2:30-3:30; Friday, 1:00- 3:00 OR BY APPOINTMENT

Phone: Office - 539-2892
Home - 539-6337

DESCRIPTION:

This course is an overview of the structure and internal functions of human service organizations/agencies. It covers the roles and responsibilities of a paraprofessional as they pertain to team membership, leadership and management within an organization.

OBJECTIVES:

On completion of this course, the student will be able to:

1. Identify and discuss the importance of needs assessment and planning in the development of an organization.
2. Identify and discuss factors relating to organizational structure and problems in organizing human service agencies.
3. Identify and discuss factors relating to effective development of human resources within an organization.
4. Demonstrate knowledge of several leadership and team building styles.
5. Discuss the various roles of group members in relation to goal attainment and group maintenance.

6. Identify personal strengths and characteristics within a group setting.
7. Identify factors that account for resistance to change and steps that will facilitate effective change in an organization.
8. Discuss the importance and purpose of evaluation of human service programs.

ASSIGNMENTS:

25% PLANNER

For this assignment, assume you are a philanthropist (so you don't have to worry about money) who is setting up and operating a human service organization. The organization may be as large or small as you wish (minimum of 2 workers). You are to design the organization implementing the information covered in class. Your planner will include:

- The need for such an organization
- Your organization's name and philosophy
- The goals and objectives of the organization
- The organizational structure of your agency including the division and coordination of labor

- Human resource factors including roles and responsibilities, performance assessment, and professional development
- Supervision and division of authority
- Evaluation of the organization and its programs

Due: This assignment will be divided into 2 segments. The first segment is due **January 21** and will include the first four factors listed above. The second segment is due **February 11** and will include the remaining factors.

35% LEADERSHIP/TEAM BUILDING PRESENTATION

You will be assigned to a group to prepare and conduct a presentation and class activity approximately 1 hour long. It can relate to any aspect of leadership styles, teambuilding, and/or group dynamics as approved by the instructor. The presentation should include the following:

1. Objective(s) of the presentation.
2. A mini lecture (no more than 10 minutes) explaining the important points of your topic.

3. An activity that demonstrates the dynamics of your topic.
4. A processing of the activity as it relates to the topic.

Groups

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|--|--------------------------------------|--|---------------------------------|
| 1. Michelle
Linda
Shirley
Katie
Sharon | 2. Kami
Tina
Rachelle
Peggy | 3. L iette
Doris
Geri
Saralee | 4. Sue
Cheryl
Jen
Lori |
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EVALUATION

25% PLANNER

15% QUIZ January 24, 1994

35% GROUP PRESENTATION

25% EXAM February 28 or March 1, 1994

TEXT:

Lewis, J.A., Lewis, M.D., Souflee Jr., F., Management of Human Service Programs, 2ndEd. Brooks/Cole Publishing Co., Calif., 1991.

PRIMARY RESOURCES:

Egan, G., Change Agent Skills in Helping and Human Service Settings, Brooks/Cole Publishing Co., Monteray, Calif., 1985.

Speers, G.E., Supervision In Human Service Organizations, Jade Publications, Brantford, Ont., 1988. (HV/40.54/.S64)