

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

**HUMAN SERVICE ORGANIZATIONS RP2400**

**Winter:** January 6, 1997 to April 11, 1997

**Class Times:** January 6 - February 21  
Monday, Wednesday, and Friday  
10:30 - 11:50 a.m.  
**Room B206**

March 10 - April 7  
Monday, 8:30 - 10:20 a.m.  
**Room A308**

**Prerequisites:** RP1200, RP1206

**Instructor:** Betty Barton

**Office Hours:** Room H229  
Monday, 3:00-4:00 pm; Tuesday and Thursday 8:30-9:30 am  
OR by appointment

**Phone:** Office - 539-2892

**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.

Issues pertaining to advocacy will also be discussed.

**OBJECTIVES:**

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

1. Identify and discuss your motives, strengths and limitations for working in the field of human services.
2. Identify and discuss the fundamentals of good relationships with the people you will work with and for.

3. Develop a current resume.
4. Develop a proposal for a human service agency.
5. Identify and discuss factors relating to organizational structure and problems in organizing human service agencies.
6. Identify and discuss factors relating to effective development of human resources within an organization.
7. Demonstrate knowledge and understanding of a variety of leadership characteristics, styles and theories.
8. Identify and demonstrate various aspects of team building and the importance of working as a team member.
9. Identify personal strengths and characteristics within a group setting.
10. Identify factors that account for resistance to change and steps that will facilitate effective change in an organization.
11. Identify and discuss the essential elements of advocacy.
12. Demonstrate knowledge of guidelines for conducting advocacy.

## TEXT

Bernstein, Gail S. and Halaszyn, Judith A. Human Services?...That Must Be So Rewarding, Paul H. Brookes Company, 1989, 157 pp.

## Assigned Readings

## PRIMARY RESOURCES

Egan, Gerard. Change Agent Skills In Helping and Human Service Settings, Brooks/Cole Company, 1985, 287 pp.

Lewis, Judith A., Lewis, Michael D. and Souflee, Federico Jr. Management of Human Service Programs, Second Edition, Brooks/Cole Company, 1991, 308 pp.

Hodgetts, Richard M. Modern Human Relations at Work, Sixth Edition, Harcourt Brace College Publishers, 1996, 539 pp.

## EVALUATION

A schedule of the due dates for assignments is included as part of the schedule of semester topics and assignments. Please read the relevant sections(s) before attending the first class on the topic and come prepared to discuss the material.

### 1. JOURNAL

Please complete the following exercises from the text "Human services?...That must be so rewarding." in a journal format. Submission dates are indicated on the schedule.

#### A. Journal - 20%

Journal Assignment #1 Chapters 1, 2, 3 & 4

Exercises 1-1, 1-2, 1-5, 1-6, 1-7, 1-10,  
2-1, 2-2, 2-3, 2-6, 2-8  
3-2, 3-5  
4-2, 4-3, 4-7, 4-8, 4-9, 4-10, 4-11

Journal Assignment #2 Chapters 7, 8 & 9

Exercises 7-3, 7-7  
8-1, 8-2, 8-3, 8-4, 8-8, 8-10  
9.5

#### B. Time Management - 5%

-submission of completed time monitor/time plan process by completion of the following exercises: one of 5-2, 5-3 or 5-4; 5-5 for **four** days; 5-7, 5-8 (i.e. a comparison of what you want and what you are doing; then if necessary, state what you could do to use your time more effectively).

### 2. Team Building - 15%

After each team building activity you will receive several discussion questions, each set being worth 5%.

### 3. Agency Proposal - 30%

You are to submit a proposal for an agency of your making. You are to follow the requirements as outlined in class. Your proposal will also include other

information covered in class pertaining to organizational structure and management. More detailed guidelines will be made available.

4. **Participation - 5%**

5. **Final Exam - 25%**

**GRADES:**

9	90 - 100%
8	80 - 89%
7	72 - 79%
6	65 - 71%
5	57 - 64%
4	50 - 56%
3	45 - 49%
2	26 - 44%
1	0 - 25%

**\*\* IN ORDER TO OBTAIN CREDIT FOR THIS COURSE STUDENTS MUST ACHIEVE A MINIMUM OF 65% OR A 6.**

**RULES AND REGULATIONS:**

1. Although attendance is not compulsory, it is encouraged and will be factored into participation grades. Students will be accountable for lectures missed as well as any announcements made in class.
2. Students not able to write an exam on the scheduled date must indicate to the instructor the reason for not writing. The instructor reserves the right to determine validity of the reason. Should the instructor agree that the absence will be excused, the student must reschedule an alternate date at the instructor's convenience. If the student fails to write the exam on the second date, no marks will be awarded for that exam.
3. Assignments must be received by 4:00 p.m. on the day on which they are due. STUDENTS REQUIRING EXTENSIONS SHOULD MAKE ARRANGEMENTS WITH THE INSTRUCTORS PRIOR TO THE DUE DATE; otherwise late assignments will be penalized at a rate of 5% per day. That is if a paper receives a grade of 80% and is one day late, the grade recorded will be 75%; two days late, 70%, etc.