

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

**HUMAN SERVICE ORGANIZATIONS RP2400**

**Winter:** January 6, 1998 to April 15, 1998  
Credits: 3

**Class Times:** MWF 10:00 - 10:50 a.m.

**Location:** Room B206

**Prerequisites:** RP1200, RP1206

**Instructor:** Betty Barton

**Office Hours:** Room H229  
MWF 11:00 - 12:00  
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 human service worker as they pertain to team membership, leadership and management within an organization.

*an employee of a  
HS organization*

Advocacy issues will also be covered.

**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 developing and maintaining good relationships with the people within and served by an agency.
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. Develop knowledge and skills to conduct a business meeting.
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 application of advocacy skills.

## 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 - 25%

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.

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

### 2. Group Work: Advocacy Project - 20%

Within your assigned group and following the steps discussed in class, you will advocate for an identified and approved cause. Marks will be based on a written summary of your plan and activities, as well as your effectiveness to work as a team.

### 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. Resume - 5%

### 5. Final Exam - 20%