

**GRANDE PRAIRIE REGIONAL COLLEGE
DEPARTMENT OF COMMUNITY REHABILITATION**

**COURSE OUTLINE
RP2400 HUMAN SERVICE ORGANIZATIONS**

Winter:	January 4, 2000 to April 12, 2000 Credits: 3
Class Times:	Tuesday and Thursday 2:00 – 3:20 p.m.
Location:	Room B206
Prerequisites:	RP1200, RP1206
Instructor:	Betty Barton
Office Hours:	Room H229 Mondays and Tuesdays 2:30–4:00 p.m. OR by appointment
Phone:	Office: 539-2892 Home: 539-6337

DESCRIPTION:

This course can be divided into three sections:

1. The organization and internal functions of human service agencies
2. The role of an effective worker in a human service agency
3. Change agency and advocacy

TEXT:

*The Accreditation Standards of The Alberta Association of Rehabilitation Centres
Creating Excellence Together, April 30, 1999.*

Primary Resources

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

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.

OBJECTIVES:

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

1. Identify and discuss factors relating to organizational functions and problems in organizing human service agencies.
2. Identify and discuss factors relating to effective development of human resources within an organization.
3. Demonstrate knowledge and understanding of the evaluation tool, Creating Excellence Together, and the standards for agencies providing service to people with disabilities.
4. Develop a proposal for a human service agency.
5. Identify and discuss the fundamentals of developing and maintaining good relationships with the people within and served by an agency.
6. Develop a current resume.
7. 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 within an organization.
11. Identify and discuss the process of advocacy.
12. Demonstrate application of advocacy skills.

EVALUATION

1. **Group Work: Advocacy Project - 40%**

The class as a group will follow the process outlined in class, to advocate for an identified and approved cause. Marks will be based on a written summary of your plan, activities and outcomes, as well as your effectiveness to work as a team.

2. **Agency Proposal - 40%**

You are to submit a proposal for an agency of your making. You are to follow the requirements as outlined in Creating Excellence Together. Your proposal will also include other information covered in class pertaining to organizational structure and management. More detailed guidelines will be made available.

3. **Resume - 10%**

4. **Quiz - 10%**

IMPORTANT DATES

Wed. Feb. 16	Advocacy Project
Wed. Mar. 8	Resume
Wed. Apr. 5	Agency Proposal
Wed. Apr. 12	Quiz