

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

Human Service Organizations RP2400

Winter: January 5, 1996 to February 23, 1996

Class Times: Monday, Wednesday, and Friday
8:30 - 10:20 a.m.

Location: G111

Prerequisites: RP1200, RP2306, RP2315

Instructor: Harry Gaines

Office Hours: Room H227
Monday , 11:00-12:00/3:00-4:00; Wednesday 11:00-12:00/3:00-4:00
OR BY APPOINTMENT

Phone: Office - 539-2895

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 a systems model for human service organizations.
2. Identify and discuss factors relating to organizational structure and problems in organizing human service agencies.
3. Identify and discuss factors contributing to the performance system of a human service organization.

4. Identify and discuss factors relating to effective development of human resources within an organization.
5. Identify and discuss pervasive variables that impact the effectiveness of an organization
6. Demonstrate knowledge and understanding of a situational leadership model.
7. Identify and demonstrate various aspects of team building and the importance of working as a team member.
8. Identify personal strengths and characteristics within a group setting.
9. Discuss the importance and purpose of evaluation of human service programs.
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.

TEXTS

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

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

Assigned Reading and Info Sheets

RESERVE

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

Speers, George E. Supervision in Human Service Organizations: A Guide For Front-Line Supervisors, Second Edition; Jade Publications, 1990, 216 pp.

Bring your text to each class.

ASSIGNMENTS

A schedule of the due dates for assignments is included as part of the schedule of semester topics and assignments.

1. Please read the relevant sections(s) before attending the first class on the topic and come prepared to discuss the material.
2. Writing Assignments - 5%
 - a. Time Management - submission of completed time monitor/time plan process.
 - b. Journal - 15%

The purpose of checking your journal is to encourage you to plan your commitments effectively. Please complete the following exercises from the text Human Services? -- That Most be so Rewarding in a journal format. Submission dates are indicated on the schedule.

Journal # 1 Chapters 1, 2, 3, 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

Journal # 2 Chapters 4, 5 & 7 Exercises 4-2, 4-3, 4-7, 4-8, 4-9, 4-10,
4-11,
5-1, 5-9, 7-2, 7-3, 7-7

Journal # 3 Chapters 8 & 9 Exercises 8-1, 8-2, 8-3, 8-4, 8-8, 8-10, 9.5
 - c. Team Building - 30% - After each team building session you will receive several discussion questions which should be answered in essay form of about 500 words. Hand written essays are acceptable, typed essays are appreciated. Please be concise and direct and direct. Grammar spelling and the structure of your writing will be marked as well the content.
3. Exams - 50%

Two exams are planned the dates are indicated in the schedule:

 - take home Mid Term = 20%
 - Final = 30%