

**GRANDE PRAIRIE REGIONAL COLLEGE
DEPARTMENT OF COMMUNITY REHABILITATION
"MAKING A DIFFERENCE"**

**COURSE OUTLINE
RP2400 HUMAN SERVICE ORGANIZATIONS**

Winter: January 3, 2002 to April 12, 2002
Credits: 3

Class Times: M & W 3:00 - 4:20 p.m.

Location: Room E304

Prerequisites: RP1100, RP1206

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DESCRIPTION:

This course is divided into three modules:

- Module 1. The organization and internal functions of human service agencies
- Module 2. Working in human services.
- Module 3. Change agency, advocacy, and conflict resolution

TEXT

Brody, Ralph, (2000). Effectively Managing Human Service Organizations (2nd ed.).
Thousand Oaks, CA: Sage.

On Reseve:

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

Primary Resources

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

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

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

Other assigned readings:

Occasionally reading will be supplemented by material on WebCT. These readings will be posted and with links on the course WebCT calendar.

Useful Web Sites

There is also a vast amount of Human Service organization and advocacy material on the web. Below are listed just a few of the sites you might find useful. You will find these links and others on WebCT.

Each of these sites has links to numerous others. You are encouraged to spend some time surfing and exploring. Often there are explanations and applications of concepts we are covering in this course.

Note:

If you find a site that is particularly helpful to you, it would be appreciated if you would email the url to the instructor so that it can be posted and enjoyed by all.

Canadian Association for Community Living
<http://www.cacl.ca/english/index.html>

Alberta Association for Community Living
<http://www.aacl.org/>

Integrated Network of Disability Information and Education
<http://laurence.canlearn.ca/english/learn/accessibility2001/indie/index.html>

Daily News Releases (Federal)
<http://www.newswire.ca/government/federal/english/htmindex/today.html>

Daily News Releases (Provincial)

http://www2.gov.ab.ca/home/news/dsp_News_Releases.cfm

Inclusion.com

<http://www.inclusion.com/>

Abuse of disabled tough to prosecute

<http://home.golden.net/~soul/disabuse.html>

Canadian Job Catalogue: Employment resources for individuals labeled disabled.

<http://www.kenevacorp.mb.ca/disable.htm>

OBJECTIVES:**Module I**

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

1. Illustrate an understanding of the role of objectives and action plans as frameworks for getting things done within an agency/organization.
2. Identify leadership styles, situational factors, and leader competencies and attributes. Describe their effects on an agency/organization.
3. Identify and discuss the impact of organizational culture on staff behavior and performance.
4. Demonstrate knowledge and understanding of the evaluation tool Creating Excellence Together, and the standards for agencies providing service to people with disabilities within Alberta.

Module II

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

5. Practice teamwork skills and identify personal strengths and needs as a teamworker.
6. Develop job search skills including resume writing and interviewing.
7. Develop knowledge and skills required to participate effectively in a business meeting.

Module III

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

- 8. Identify factors that account for resistance to change and steps that will facilitate effective change.
- 9. Identify and discuss the process of advocacy.
- 10. Develop rudimentary conflict resolution skills.

EVALUATION

Module I

Assignment: (20%)

- 1. Agency Project (Group Work)

Quiz: (10%)

- 1. Situational Leadership

Module II

Participation and Learning Journal (10%)

Assignments (15%)

- 1. Personal Inventory of strengths and needs as a team worker
- 2. Resume

Quiz: (10%)

- 1. Business meeting and interview skills.

Module III

Participation and Learning Journal (15%)

Assignment (10%)

1. Advocacy Project (group)

Quiz: (10%)

1. Conflict resolution

Note: Detailed guidelines for all assignments will be provided.

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 57% OR A 5.**

STUDENT SUPPORT AND PROFESSIONALISM

1. The Writing Centre is available to assist students with written assignments. It is located in room A208.
2. Student Success Workshops are held on Wednesdays from 11:45 to 12:45 in room B201. Students are encouraged to take attend these workshops as they can make a significant difference to the efficiency of your study and learning skills.

January 16 Note Taking and Using Your Text

January 23 Surviving & Thriving at GPRC
(This workshop will provide you with information of the various other supports GPRC offers you.)

- January 30** **Reading Efficiently**
(You can save enormous amounts of time and eliminate frustration by learning to do your reading assignments efficiently)
- February 6** **Managing Your Time**
(Feeling overwhelmed by the need to juggle all your course requirements and your life? This workshop will help.)
- February 13** **Working Effectively in Groups**
(Learn how to get the most out of group work.)
- March 6** **Understanding your Learning Style**
(When you understand how you learn, you can make use of that knowledge to get better and more efficient at learning.)
- March 13** **Gathering Information, Research & Technology**
(Particularly important for those of you who have research papers to complete in other courses. But don't write it off if you don't! These skills will be important throughout your academic career.)
- March 20** **Finding Summer Employment & Securing Funding for Next Year**
(The title speaks for itself now, doesn't it?)
- March 27** **Stress Management**
(The end of the semester can be a roller coaster ride. Learn what you can do in order to make sure you don't fall off and crash after all the hard work you've put in.)
- April 3** **Writing Exams**
(This is a MUST.)

3. N.Q.A., coupons worth 5 days of extensions on assignments, will be available for your use in Modules II and III. They will be distributed at the beginning of Module II. Learners are advised to use these coupons wisely. Further requests for extensions will not be considered. Unused coupons may be redeemed at the end of the semester. 1% will be awarded for every two unused N.Q.A. days. (Maximum 2%)
4. Your instructor is committed to doing everything she can to help you be successful in this course. Your success will, of course, require your effort

as well. You will need to attend and participate in classes. You will need to prepare for classes by completing assigned readings and learning journal exercises. You will need to ask questions when you need clarification. All the information you will need to prepare for classes will be posted on WebCT.

5. Assignments must be submitted on or before the date they are due. Late assignments will be penalized at a rate of 5% per day. For instance, an assignment given a grade of 75% would be awarded 70% one day past the deadline, 65% two days past the deadline, and so on.
6. If you are unable to write a test on the date scheduled you must speak with the instructor **BEFORE** the scheduled test indicating the reasons he/she is unable to do so. The instructor reserves the right to determine the validity of the reason. Should it be agreed that the absence will be excused, an alternate date will be set. Any student failing to write on the alternate date will be assigned given a grade of zero (0) for that test.