

GRANDE PRAIRIE REGIONAL COLLEGE
REHABILITATION SERVICES DIPLOMA PROGRAM

Human Service Organizations RP400

Winter: January 3, 1991 to April 12, 1991

Class Times: Jan. 3 - Feb. 19: Monday and Wednesday
9:00 - 11:30
Feb. 20 - Apr. 12 Monday 8:30 - 10:30

Prerequisites: RP103, RP200

Instructors: Betty Barton
Marsha Zalik

Office Hours: Betty: Mon., Tues., Wed. (3:30 - 4:30 or by
appointment
Marsha: As posted or by appointment

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Description

This course can be divided into three sections:

1. Structure and operation of human service organizations
2. Change agency in human service settings
3. Advocacy issues and (re)habilitative agencies.

It will provide an overview of the various structural formats of organizations and will introduce effective change agent skills required in organizational settings. The concept of advocacy will be looked at within the context of the previous two sections.

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 the structural characteristics of various organizations including private, public, and voluntary organizations.

3. Determine staffing models and lines of authority within various organizational models.
4. Identify leadership styles and the advantages and disadvantages of each with regard to team building, goal setting, and goal attainment.
5. Identify and describe the organizational structures, staffing models and leadership styles of a minimum of three different agencies within the region.
6. Identify and discuss the role of evaluation in change agency.
7. Identify and describe the roles a rehabilitation practitioner may adopt as a change agent within the context of an organization.
8. Demonstrate knowledge of the historical development of voluntary associations and the present and likely future context for their operation.
9. Describe the typical evolution of voluntary associations for people with handicaps.
10. Describe and critique the roles of voluntary associations on behalf of societally devalued people.
11. Discuss typical and optimal relationships between voluntary associations and government.
12. Define advocacy and identify its essential elements.
13. Describe who needs advocacy and the urgency of that need.
14. Demonstrate knowledge of guidelines for conducting advocacy.
15. List and describe 8 types of advocacy.

Evaluation: Exam - February, Units 1 & 2 20% February 13/91
 Assignment - Units 1 & 2 35% Due March 4/91

Text:

Speers, G.E., Supervision In Human Service Organizations, 1988, Jade Publications, Brantford, Ont. (HV/40.54/.S64)

Primary Resources:

Egan, G., Change Agent Skills in Helping and Human Service Settings, 1985, Brooks/Cole Publishing Co., Monterey, Calif.

Wolfensberger, W., Voluntary Associations on Behalf of Societally Devalued and/or Handicapped People, 1984, G. Allen Roeher Institute, Downsview, Ont. (HV/1568/.W65)

Course Content

- A. Structure & Organization of Human Service Organizations
 - 1. A Systems Model
 - a. performance
 - b. people
 - c. pervasive variables
 - 2. Structural Characteristics
 - 1. Vertical division of labor
 - 2. Horizontal division of labor
 - 3. Other structural characteristics
- B. Supervision and Change Agency in Human Service Organizations
 - 1. Motivation
 - 2. Leadership, Authority, Responsibility
 - 3. Teamwork and Team Building
- C. The Role of Evaluation and Change
- D. Voluntary Associations on Behalf of People Who Have Handicaps
 - 1. History & Evaluation
 - 2. Roles
 - 3. Relationship With Government
- E. Advocacy
 - 1. Essential Elements
 - 2. Guidelines
 - 3. Types