COURSE: CAREERS IN HUMAN SERVICES

CONTENT OUTLINE

I. The Field of Human Services
   A. Role in Society
   B. Historical Background
   C. Organizational Structure
      1. Legislation
      2. Guidelines
      3. Procedures
      4. Advocacy
      5. Funding
      6. Public relations
      7. Staffing (including volunteers)
      8. Advisory boards
   D. Professionalism
      1. Ethics
      2. Confidentiality
      3. Standards
      4. Interaction with agencies
   E. Networks
      1. Vertical
         a. local
         b. state
         c. national
      2. Horizontal -- linkage with other agencies

II. Human Relations
   A. Understanding Self
   B. Basic Human Needs
   C. Values and Goals
   D. Acceptance of Differences
   E. Problem-solving and Decision-making Skills

III. Communication Skills
   A. Verbal
   B. Nonverbal
   C. Listening
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CONTENT OUTLINE, continued

IV. Observation Skills
   A. Observing
   B. Recording
   C. Interviewing

V. Agencies and Services
   A. Agencies Serving Specific Problems, Needs, and Groups
      1. Health
      2. Children
      3. Elderly
      4. Persons With Disabilities
      5. Families
   B. Accessing Agencies
      1. Needs analysis for client
      2. Determining possible services
      3. Securing services
   C. Interrelationship of Services in the Community

VI. Careers in Human Services
   A. Variety and Levels of Jobs
   B. Advantages and Disadvantages of Human Services Careers
   C. Preparation for Human Services Careers
   D. Volunteer Activities -- Role of Volunteer
   E. Exploration of the Human Services Field as a Possible Career