TEXTBOOK/CLASS READINGS


Other readings will be assigned

COURSE DESCRIPTION

The course introduces students to the human services filed. Lectures and small group discussions will focus on the various types of human service agencies and diverse populations that they serve. As part of the course, students will address the importance of resilience in human services and how to develop such resilience. As part of the course, students will develop their specific degree plan and career goals.

COURSE OBJECTIVES/LEARNING OUTCOMES

By the end of the course, students will be able to:

- Identify similarities and differences in management for-profit and non-profit agencies
- Identify social justice themes that relate to human services management
- Identify skills necessary for effective management of people and agencies
- Recognize management’s contribution to the development of healthy agencies and employees, including ways to develop and strengthen resiliency.
- Identify possible career paths in the Human Services and/or Human Services Management

ATTENDANCE/PARTICIPATION

You are expected to attend all classes and be actively engaged in class discussions. Students who miss frequently or show up late or leave early will lose participation points.

25 points

ASSIGNMENTS/QUIZZES

There will be several assignments and announced quizzes over the course of the semester. Points per assignment will vary. Additional assignments will be added as the semester progresses. Due dates will be announced in class.

Approximately 150 points

GUEST SPEAKERS

On days that we have guest speakers, you are expected to actively participate and ask questions that you have prepared in advance. Students will be assigned to ask questions for each of the speakers. You must research his or her area before the presentation so you are well informed.

25 points

TESTS

There will be two tests and a cumulative final, each worth 50 points. The test format will be short answer and essay.

150 points

Disability Office

Any student with a documented disability needing academic accommodations is requested to speak with me as early as possible. All discussions will remain confidential. Students with disabilities will also need to contact Counseling and Disability Services in Crooker Center. This office can be reached at (713) 525-2169 or 6953. Please note: While you will certainly be provided any and all accommodations needed, it is expected that tests be scheduled on the same day as the rest of the class is taking the test.
TENTATIVE CALENDAR
(subject to change at instructor’s discretion)

August 23
Syllabus overview

Written assignment 1: Comparison of state human service agencies

https://www.denvergov.org/content/denvergov/en/denver-human-services.html

Look at various assistance programs (first tab on the left). Select one of the assistance programs and identify the agency or agencies that provide services. Do these agencies seem to be government agencies, for-profit agencies, or non-profit agencies?

Now look up Texas Department of Health and Human Services.

Compare and contrast the two websites in terms of how informative it is, how easy it is to find various programs, and how comprehensive it is.

Select a fictitious issue that you need help with. Find information on both sites, as if you lived in Denver and Houston, and describe the resources that you have available to you.

August 25
What is Human Services?

What is Human Services Management?

Human Services Management Competencies

Writing Assignment 2: The call to serve others and social justice:

Go to the two websites (Human Rights Declaration and Catholic Social Teaching principles). How do the two overlap or discuss similar themes? How do the two documents differ?


August 30  Chapter 1: Management in the Human Services: Purposes, Practice, and the Prospects in the 21st Century

September 1  Chapter 1 continued

Assignment 3: Non-profit human service agencies: The United Way

https://www.unitedwayhouston.org/about/united-way-agencies-grantees/

Go to the Houston United Way’s website. Look up the different agencies that are part of the United Way Agency. You will select one of the agencies to use as a case study for the class. Start your search by browsing their various agencies. Select five possible agencies that you might be interested in learning more about.

Then, go to the job bank tab. Look up jobs that are currently offered. Select 3 to 5 possible jobs that you might be interested in learning more about.

Write a short paper describing the five agencies you selected and why you selected them and identify 3 to 5 possible jobs that you might be interested in and why.

September 6  Guest lecture: What is Human Services Management minor

Dr. Beena George

Dean, Cameron School of Business

Chapter 5: What human service managers do and why they do it

September 8  Chapter 5 continued

September 13 – 15  Chapter 2: General themes in the evolution of human services administration.

September 20  TEST 1
September 22-27  Chapter 7: Leadership and Performance in Human Services Organizations

September 29  Guest Lecturer: Emotional Intelligence

October 4 – 6  Assignment 4: Career Exploration in Human Services

Pick two Human Services careers (you can go back to the activity we did in class with the United Way job listings).

Research what type of education is required in the field, schools that offer programs at the master’s and doctorate level, benefits of getting a master’s or a Ph.D., high impact educational experiences at UST that would make you a stronger candidate job candidate, job prospects, and salary range. How would having a background in Human Services Management aid you in this particular field? This will be a written report that you turn on Tuesday November 29th at the beginning of class.

October 11  Fall break

October 13  Chapter 13: Supervision, Development, and Training for Staff and Volunteers

October 18-20  Chapter 14: Managing for Diversity and Empowerment in Human Services Agencies

October 25  TEST 2

October 27  Organizational Social Context

Quiz over reading:


November 1  Quiz over reading and article link:

Glisson, C. and associates (2008). Therapist turnover and new program sustainability in mental health clinics as a function of
organizational culture, climate, and service structure. Administration and Policy in Mental Health and Mental Health Services Research, 35 (1), 124-133.

http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3156844/

November 3  
Taking Care of Yourself so You Can Take Care of Others: Cultivating Resilience among Counseling and Health Service Staff (webinar)

https://www.acha.org/ACHA/Programs_and_Services/CE_Activities/Cultivating_Resilience_among_Counseling_and_Health_Service_Staff.aspx

November 8  
Persistent Traumatization in Nonprofit Organizations


November 11  
Promoting Resiliency

November 15  
Guest speaker

November 17  
Guest speaker

November 22  
Guest speaker

November 29  
Guest speaker

Assignment 4 due
December 1          Chapter 23: Practitioners’ Views on the Future of Human Services Management

Final exam:         Tuesday December 13th 1:45 – 4:15 pm