



Western Technical College

10520106 Professional Practices in Human Services

Course Outcome Summary

Course Information

Description	This course prepares students to enter a community field experience and the human services profession. Emphasis is placed on gaining a working knowledge of professional codes of ethics, social / ethical issues, and professional behavior. Students learn what to expect and how to prepare for field placement, credentialing, professional development, and maintaining vitality within the field.
Career Cluster	Health Science
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	54

Textbooks

No textbook required.

Success Abilities

1. Cultivate Passion: Expand a Growth-Mindset
2. Cultivate Passion: Increase Self-Awareness
3. Live Responsibly: Foster Accountability
4. Refine Professionalism: Act Ethically
5. Refine Professionalism: Improve Critical Thinking
6. Refine Professionalism: Participate Collaboratively
7. Refine Professionalism: Practice Effective Communication

Experiential Learning

1. Community Based Learning Service Hours

Program Outcomes

1. Model a commitment to cultural competence.
2. Uphold the Ethical Standards and Values for Human Service Professionals.
3. Demonstrate professionalism.
4. Utilize community resources.
5. Apply human services interventions and best practices.
6. Cultivate professional relationships.

Course Competencies

1. Determine internal and external agency factors that impact the human service professional.

Assessment Strategies

- 1.1. Journal
- 1.2. Case Scenario
- 1.3. Project

Criteria

You will know you are successful when:

- 1.1. you describe how agency environment, technology, economics, and the social/political climate impacts the human service professional.
- 1.2. you describe a plan on how you, as a human service worker, would address problems that arise with coworkers and supervisors.
- 1.3. you identify external factors that are stressors and supports for the human service professional.
- 1.4. you identify internal factors that are stressors and supports for the human service professional.
- 1.5. you identify problems related to technology for the human service worker.

Learning Objectives

- 1.a. Examine internal agency issues that impact the human service professional.
- 1.b. Examine external agency factors that impact the human service professional.

2. Determine the process of acquiring a human service field experience along with the expectations, roles, and challenges faced by human service student, supervisor, and field liaison.

Assessment Strategies

- 2.1. Journal
- 2.2. Interview
- 2.3. Report

Criteria

You will know you are successful when:

- 2.1. you determine the role, requirements, policies, and procedures of field experience.
- 2.2. you choose three potential field sites of interest.
- 2.3. you explain each stage of field.
- 2.4. you identify two potential challenges and concerns you as a student may face during your field placement.
- 2.5. you develop a plan of action to address the challenges/concerns.
- 2.6. you identify two personal goals to work on prior to entering the field and when working in the field.
- 2.7. you complete an informational interview with a potential field site.

Learning Objectives

- 2.a. Examine the field experience course requirements, policies, and procedures.
- 2.b. Examine potential field sites of interest.
- 2.c. Examine the stages of field experience.
- 2.d. Examine the responsibilities and roles of the human service student, supervisor, and field liaison.
- 2.e. Examine the types of activities and duties of a human service field student.
- 2.f. Examine potential challenges for the human service student, supervisor, and field liaison.

3. Demonstrate professionalism in acquiring a field experience and employment in the human service field.

Assessment Strategies

- 3.1. Resume
- 3.2. Interview
- 3.3. Journal
- 3.4. Project

Criteria

You will know you are successful when:

- 3.1. you identify expected professional behaviors for applying for a field placement and a human service job.
- 3.2. you report behaviors that may be considered inappropriate and/or unprofessional and may result in an inability to acquire a field placement or a human service job.
- 3.3. you design a cover letter, resume, and a references sheet references.
- 3.4. you demonstrate making a professional phone call.
- 3.5. you participate in a professional field placement interview.
- 3.6. you demonstrate wearing professional, appropriate attire as a human service professional.
- 3.7. you complete a field placement interview and secure a field experience placement.

Learning Objectives

- 3.a. Explore professionalism needed for acquiring a field experience and a job in the human services field.
- 3.b. Demonstrate skills needed for securing a field placement and employment in human services.

4. Examine professional behavior for completing a field experience and working within the human services profession.

Assessment Strategies

- 4.1. Case Scenarios
- 4.2. Reflection
- 4.3. Quiz

Criteria

You will know you are successful when:

- 4.1. you describe six essential characteristics of professionalism.
- 4.2. you identify a professional development plan that includes integrity, professional knowledge and self-efficacy, critical thinking and lifelong learning, self-understanding and self-control, cultural competence and acceptance of others, and social support.
- 4.3. you describe professional behaviors of the human service work force.
- 4.4. you describe your role and the expectations of you as a human service field student within a human service agency.
- 4.5. you describe a plan to respond to nonprofessional behaviors by colleagues and/or your supervisor.
- 4.6. you define dual relationships.
- 4.7. you describe five types of boundary issues and describe a plan to address them.

Learning Objectives

- 4.a. Examine field experience policies and procedures.
- 4.b. Examine the concept of professionalism for human services.
- 4.c. Examine nonprofessional and professional behaviors and the consequences of each.

5. Examine the strategies of ethical reasoning to achieve principled decisions.

Assessment Strategies

- 5.1. Journal
- 5.2. Project
- 5.3. Test

Criteria

You will know you are successful when:

- 5.1. you describe the purpose of consulting a code of ethics.
- 5.2. you define ethics, morals, and values.

- 5.3. you identify your own personal values.
- 5.4. you summarize each section of the National Organization of Human Services' code of ethics.
- 5.5. you describe each step of an ethical decision making model.
- 5.6. you describe the importance of utilizing a multicultural value framework in identifying ethical issues.
- 5.7. you explain ethical decision making by considering values, consulting a code of ethics, laws, and regulations.

Learning Objectives

- 5.a. Explore general ethics, professional ethics, morals, and values.
- 5.b. Examine ethical decision making models.

6. Apply concepts of ethical codes and professional laws and regulations with an ethical decision making model to human service dilemmas.

Assessment Strategies

- 6.1. Case Study
- 6.2. Journal

Criteria

You will know you are successful when:

- 6.1. you can explain duty to care, duty to respect privacy, duty to maintain confidentiality, duty to inform, duty to report, and duty to warn and protect.
- 6.2. you can identify a solution or plan of action for addressing ethical dilemmas.
- 6.3. you can identify dilemmas requiring ethical decision making.
- 6.4. you can identify laws pertaining to ethical decision making.
- 6.5. you can apply an ethical decision making model using ethical standards, professional laws, and/or regulations while being aware of values of oneself, the profession, and of others.

Learning Objectives

- 6.a. Examine state and federal laws relating to human service professions.
- 6.b. Examine ethical issues relevant to human services.

7. Create a plan for working in human services to avoid burnout, compassion fatigue, and vicarious trauma.

Assessment Strategies

- 7.1. Journal
- 7.2. Project

Criteria

You will know you are successful when:

- 7.1. you define burnout, compassion fatigue, and vicarious trauma.
- 7.2. you identify three or more signs that a human service worker is burning out.
- 7.3. you identify three or more issues/problems that may lead to burnout.
- 7.4. you describe three or more warning signs and symptoms of compassion fatigue.
- 7.5. you describe three or more warning signs and five symptoms of vicarious trauma.
- 7.6. you describe the impact of burnout, compassion fatigue, and vicarious trauma on human service workers.
- 7.7. you identify a plan of action to address burnout, compassion fatigue, and vicarious trauma.

Learning Objectives

- 7.a. Explore burnout and its impact on human service workers.
- 7.b. Explore compassion fatigue and vicarious trauma on human service workers.

8. Examine the credentialing process of human service professionals.

Assessment Strategies

- 8.1. Project
- 8.2. Journal
- 8.3. Scenario

Criteria

You will know you are successful when:

- 8.1. you identify the credentials for professionals licensed under the National Organization of Human Services or one helping body (i.e. AODA, social work, counseling).
- 8.2. you describe a plan of action for obtaining credentials in human services, AODA, social work, or counseling.
- 8.3. you list one or more licensing bodies.
- 8.4. you identify requirements for maintaining credentials in human services or specific helping professions (e.g. AODA, social work, or counseling).

Learning Objectives

- 8.a. Explore types of credentials held by human service workers.
- 8.b. Explore requirements for obtaining credentials.

9. Develop self-awareness on issues related to professionalism.

Assessment Strategies

- 9.1. Journal
- 9.2. Case Scenarios
- 9.3. Project

Criteria

You will know you are successful when:

- 9.1. you describe your feelings and thoughts on ethical and legal dilemmas that create conflict with your personal values and professional values.
- 9.2. you describe your feelings and thoughts on becoming a human service field student.
- 9.3. you describe your feelings and thoughts on boundary issues between human service workers and clients.
- 9.4. you identify your interpersonal strengths that will assist you in becoming a good team member and supervisee at a field agency.
- 9.5. you identify interpersonal skills that you need to work on in order to be a good team member and supervisee at a field agency.
- 9.6. you create a plan to address interpersonal skills that you need to improve on in order to become a good team member and supervisee at a field placement agency.

Learning Objectives

- 9.a. Explore feelings and thoughts related to ethical and legal dilemmas facing human service workers.
- 9.b. Explore feelings and thoughts related to becoming a human service professional.