



Western Technical College

10520115 Field Study 1 - Human Services

Course Outcome Summary

Course Information

Description Learners practice human service skills and professionalism while gaining “on-the-job” experience through placements local human service agencies. They examine progress towards learning goals through reflection, discussion, and supervision. Documentation processes will be outlined and explored within the field setting. Learners discuss their experiences, challenges, ethics, and boundary issues during the weekly seminar and prepare for Human Services Field Study 2.

Career Cluster Health Science

Instructional Level Associate Degree Courses

Total Credits 3

Total Hours 162

Pre/Corequisites

Prerequisite 10520106 Professional Practices in Human Resources

Textbooks

No textbook required.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Cultivate Passion: Increase Self-Awareness
4. Live Responsibly: Develop Resilience
5. Live Responsibly: Embrace Sustainability

6. Live Responsibly: Foster Accountability
7. Refine Professionalism: Act Ethically
8. Refine Professionalism: Improve Critical Thinking
9. Refine Professionalism: Participate Collaboratively
10. Refine Professionalism: Practice Effective Communication

Experiential Learning

1. Work-Based Learning: this course applies your learning to your desired profession by working in industry placements such as internships, practicums, clinicals, or co-ops.

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. Integrate personal experience during professional interactions.

Assessment Strategies

- 1.1. Reflection
- 1.2. Self Assessment

Criteria

You will know you are successful when:

- 1.1. You describe your feelings and thoughts regarding professional interactions between colleagues, volunteers, and/or supervisors.
- 1.2. You describe your feelings and thoughts following interactions/observations with clients.
- 1.3. You identify worries and/or concerns you have with your field experience.
- 1.4. You identify your strengths as a human service student.
- 1.5. You describe your feelings and thoughts regarding your skill and knowledge base.
- 1.6. You describe your plan how to improve your skill and knowledge base.
- 1.7. You describe your thoughts and feelings on agency strengths.
- 1.8. You describe your thoughts and feelings on agency limitations.

Learning Objectives

- 1.a. Explore feelings and thoughts from interactions/observations with agency personnel and clients.
- 1.b. Explore feelings and thoughts on agency services.

2. Demonstrate behaviors consistent with legal standards and the National Organization of Human Services code of ethics.

Assessment Strategies

- 2.1. Journal
- 2.2. Performance evaluation

Criteria

You will know you are successful when:

- 2.1. You consistently follow agency policies/procedures for maintaining confidentiality of client and/or agency documentation.
- 2.2. You protect client confidentiality during your verbal interactions with others.
- 2.3. You protect client confidentiality within all written communications.
- 2.4. You protect client confidentiality by refraining from acknowledging a client outside of field setting unless approached by client.
- 2.5. You maintain boundaries by refraining from sharing too much personal information with clients (i.e. phone numbers, address, child abuse).
- 2.6. With supervision, you maintain boundaries by setting limits with clients and avoiding unnecessary dual relationships.
- 2.7. You share with supervisor any potential dual relationship conflicts.
- 2.8. With supervision, you follow field supervisor directions for addressing ethical issues and/or conflicts.
- 2.9. With supervision, you perform jobs and activities that are only within your scope of practice.
- 2.10. With supervision, you address ethical issues.
- 2.11. You follow all agency rules and regulations.
- 2.12. With supervisory help, you complete all agency and professional requirements if abuse or harm to self or others is expected.
- 2.13. You treat colleagues with respect by avoiding demeaning comments.
- 2.14. You refrain from physical and verbal aggression with agency personnel and clients.
- 2.15. You maintain your boundaries by following a time management plan that includes self-care.

Learning Objectives

- 2.a. Demonstrate ability to follow agency rules and regulations.
- 2.b. Demonstrate ability to perform within ethical boundaries.
- 2.c. Demonstrate ability to follow NOHS code of ethics.

3. Determine the need for advocacy for clients involved with the field site.

Assessment Strategies

- 3.1. Project
- 3.2. Journal

Criteria

You will know you are successful when:

- 3.1. You discuss how racism, sexism, ageism, ableism, classism, and/or heterosexism impacts the populations served by your field agency.
- 3.2. You discuss how a human service worker can address racism, sexism, ageism, ableism, classism, and/or heterosexism.
- 3.3. You identify services/programs at the local and/or federal level where advocacy is needed.
- 3.4. You discuss how a human service employee/volunteer engages in advocacy at the field agency.
- 3.5. You discuss psychosocial issues that impacts clients served by your agency.

Learning Objectives

- 3.a. Examine issues impacting populations served by the agency.
- 3.b. Examine needs of populations served by the field agency.
- 3.c. Determine how human service workers at the field site engage in advocacy.

4. Demonstrate cultural competent practice.

Assessment Strategies

- 4.1. Journal
- 4.2. Self-evaluation
- 4.3. Evaluation

Criteria

You will know you are successful when:

- 4.1. With supervision, you utilize language that is culturally sensitive and respectful when speaking with staff members and clients.
- 4.2. With supervision, you document using language that is culturally sensitive and respectful.
- 4.3. You demonstrate a willingness to work with individuals who are different from you.
- 4.4. You demonstrate a willingness to learn about diverse populations by asking questions to clients, agency personnel and/or conducting research.

- 4.5. With supervision, you demonstrate an ability to interact with all people respectfully.
- 4.6. You demonstrate a non-judgmental attitude toward people from diverse backgrounds.

Learning Objectives

- 4.a. Show an acceptance of diverse populations.
- 4.b. Demonstrate a willingness to learn about diverse populations.

5. Demonstrate communication/interviewing skills.

Assessment Strategies

- 5.1. Journal
- 5.2. Self-evaluation
- 5.3. Evaluation

Criteria

You will know you are successful when:

- 5.1. You utilize proper grammar and spelling in written communications.
- 5.2. You utilize proper grammar during verbal communications.
- 5.3. With supervisory help, you utilize nonbiased language in written and verbal communications.
- 5.4. With supervisory help, you demonstrate attending skills with colleagues and/or clients.
- 5.5. With supervisory help, you demonstrate interviewing skills with clients.

Learning Objectives

- 5.a. Demonstrate effective written communication skills.
- 5.b. Demonstrate effective verbal communication skills.

6. Evaluate community resources and service delivery methods utilized by clients connected to the field experience.

Assessment Strategies

- 6.1. In-class discussion
- 6.2. Presentation

Criteria

You will know you are successful when:

- 6.1. You identify the steps needed for a client to access services from the field site.
- 6.2. You describe the roles of two human service workers at your agency.
- 6.3. You describe the limitations and/or restrictions of the field agency and other local community resources that persons from your agency accesses.
- 6.4. You identify how your field agency and other community resources benefits clients.
- 6.5. You identify the human service credentials needed for service delivery at the field site.
- 6.6. You identify tasks of the human service worker.
- 6.7. You determine best practices or evidenced informed practices utilized with your population.
- 6.8. Consulting with a supervisor, you identify how human service workers terminate at your organization and how the organization would like you to terminate.

Learning Objectives

- 6.a. Determine referral process for community resources.
- 6.b. Determine services provided by the agency.
- 6.c. Determine effectiveness of services provided by the field agency and other community providers.

7. Apply National Organization for Human Service Code of ethics, professional laws, and regulations with an ethical decision making model to human service dilemmas.

Assessment Strategies

- 7.1. Case study
- 7.2. Case Discussions
- 7.3. Journal

Criteria

You will know you are successful when:

- 7.1. With supervision, you identify a human service challenge, issue, and/or ethical dilemma occurring at the field site.
- 7.2. With supervision, you identify relevant codes, laws, and regulations applicable to the human service challenge, issue, and/or ethical dilemma.
- 7.3. With supervision, you identify all possible solutions for ethical and challenging issues occurring at the field site or other human service organization.
- 7.4. With supervision, you select a solution to address the challenge, issue, and/or ethical dilemma.

Learning Objectives

- 7.a. Determine challenges, issues, and ethical dilemmas faced by human service workers in the field.
- 7.b. Determine solutions to address the challenge, issue, and/or ethical dilemma occurring at the field site or other human service organizations.
- 7.c. Examine NOHS code of ethics, laws, and regulations applicable to human services.

8. Employ suggestions provided by supervisor(s) and/or coworkers.

Assessment Strategies

- 8.1. Journal
- 8.2. Self-evaluation
- 8.3. Evaluation

Criteria

You will know you are successful when:

- 8.1. With supervisory help, you demonstrate an ability to ask pertinent questions and attain feedback from field supervisor, Western Technical College instructor, and/or agency personnel.
- 8.2. You demonstrate an ability to listen to constructive feedback.
- 8.3. With supervisory help, you demonstrate an ability to respond professionally to constructive feedback.
- 8.4. With supervisory help, you demonstrate an ability to implement suggestions and guidelines provided by field supervisor, Western Technical College instructor, and/or agency staff members into own professional practice.

Learning Objectives

- 8.a. Demonstrate an ability to seek and receive help.
- 8.b. Demonstrate an ability to incorporate new knowledge and information into practice.

9. Demonstrate professionalism during work activities and professional interactions.

Assessment Strategies

- 9.1. Journal
- 9.2. Evaluation
- 9.3. Self-evaluation

Criteria

You will know you are successful when:

- 9.1. With supervision, you demonstrate genuine interest and concern for people.
- 9.2. With supervision, you demonstrate a constructive, positive attitude in relation to people and situations.
- 9.3. With supervision, you demonstrate an ability to treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity.
- 9.4. With supervision, you demonstrate an ability to work as a part of a team.
- 9.5. With supervision, you demonstrate an ability to cooperate with others.
- 9.6. With supervision, you demonstrate an ability to ask questions and receive feedback from colleagues.
- 9.7. With supervision, you demonstrate responsibility for a reasonable workload.
- 9.8. With supervision, you demonstrate ability to be prompt in arriving at placement and meetings.
- 9.9. With supervision, you demonstrate ability to follow through on work assignments.
- 9.10. With supervision, you demonstrate an ability to be organized in carrying out assigned tasks.
- 9.11. With supervision, you demonstrate an ability to be consistent in the quality of your work performance.
- 9.12. With supervision, you take initiative to ask for work and/or complete work without being told.
- 9.13. With supervision, you make professional connections.
- 9.14. With supervision, you demonstrate a willingness to communicate consistently about work and/or interactions with clients with colleagues/supervisor.
- 9.15. With supervision, you demonstrate a willingness to communicate concern and/or needs in a timely fashion.

Learning Objectives

- 9.a. Demonstrate a desire to help.
- 9.b. Demonstrate an ability to interact with people respectfully.
- 9.c. Demonstrates ability to complete work duties.
- 9.d. Develop a beginning network of professional relationships.

10. Demonstrate professional writing skills utilized by human service agency personnel

Assessment Strategies

- 10.1. Skill demonstration
- 10.2. Written Product

Criteria

You will know you are successful when:

- 10.1. With supervisory help, you demonstrate objective, nonjudgmental language in agency documents.
- 10.2. With supervisory help, you provide all relevant information on agency documents.
- 10.3. You develop a resume, cover letter, reference page, and thank you letter for a field placement.
- 10.4. With supervisory help, you demonstrate an ability to complete common client related documents.
- 10.5. With supervisory help, you demonstrate professional writing skills in communications with professionals.
- 10.6. You can determine a goal for a client.
- 10.7. You determine if an objective is well written (Specific, Timely, Observable, Measurable Outcomes).

Learning Objectives

- 10.a. Apply professional writing skills with agency documents.
- 10.b. Demonstrate basic research writing skills.
- 10.c. Demonstrate professional writing skills for securing a field placement.