

**Western Technical College**

**10520122 Human Services Field Study 2**

**Course Outcome Summary**

**Course Information**

<b>Description</b>	Students demonstrate advanced skills and techniques used in the field. Students examine their progress toward learning goals through reflection, discussion, and Supervision. Students discuss their experiences, challenges, ethics, and boundary issues during the weekly seminar.
<b>Career Cluster</b>	Health Science
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	4
<b>Total Hours</b>	180

**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

**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 and sources of knowledge 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 facts and information needed to better assess work place situations to determine a course of action.
- 1.4. You identify worries and concerns regarding your field experience.
- 1.5. You use sources of knowledge to address worries and concerns from your field experience.
- 1.6. You identify your strengths as a human service student.
- 1.7. You describe your feelings and thoughts regarding your skill and knowledge base.
- 1.8. You use sources of knowledge to evaluate your skill and knowledge base.
- 1.9. You describe your plan how to improve your skill and knowledge base.
- 1.10. You describe your thoughts and feelings on agency strengths.
- 1.11. You describe your thoughts and feelings on agency limitations.

#### Learning Objectives

- 1.a. Explore feelings and thoughts from interactions/observations.
- 1.b. Explore feelings and thoughts on agency services.
- 1.c. Explore research and other sources of knowledge to validate feelings and thoughts.

### 2. Model a commitment to cultural competence.

#### Assessment Strategies

- 2.1. Journal
- 2.2. Self-evaluation
- 2.3. Evaluation
- 2.4. Project

#### Criteria

*You will know you are successful when:*

- 2.1. You apply the Ethical Standards and Values of the Council for Standards in Human Service Education and National Organization for Human Services.
- 2.2. You recognize how your own cultural background, beliefs and values impact your interactions and relationships with others at your field experience site.
- 2.3. You use inclusive language when speaking with staff members and clients.
- 2.4. You document using language that is culturally sensitive and respectful.
- 2.5. You provide services without prejudice
- 2.6. You demonstrate a willingness to learn about diverse populations by asking questions to clients/agency personnel and/or conducting research.
- 2.7. You demonstrate an ability to interact with people respectfully.
- 2.8. You demonstrate a non-judgmental attitude toward people from diverse backgrounds.

### **Learning Objectives**

- 2.a. You show an acceptance of diverse populations.
- 2.b. You determine best practices to work with a diverse population.

## **3. Uphold the Ethical Standard and Values for Human Service Professionals.**

### **Assessment Strategies**

- 3.1. Evaluation
- 3.2. Reflection

### **Criteria**

*You will know you are successful when:*

- 3.1. You apply the Ethical Standards of the Council in Human Service Education and National Organization for Human Services
- 3.2. You practice only within your knowledge and skill base.
- 3.3. You seek appropriate consultation and supervision to assist in decision-making when there are ethical or other dilemmas.
- 3.4. You perform jobs and activities that are only within your scope of practice.
- 3.5. You demonstrate professional boundaries with colleagues.
- 3.6. You maintain boundaries by setting limits with clients and avoiding unnecessary dual relationships.
- 3.7. You share with supervisor any potential dual relationship conflicts.
- 3.8. You follow field supervisor directions for addressing ethical issues and/or conflicts.

### **Learning Objectives**

- 3.a. You demonstrate ethical behaviors.
- 3.b. You maintain professional boundaries.
- 3.c. You apply appropriate ethical standards and professional laws/regulations to human service situations.

## **4. Cultivate professional relationships.**

### **Assessment Strategies**

- 4.1. Evaluation
- 4.2. Reflection

### **Criteria**

*You will know you are successful when:*

- 4.1. You build positive relationships with clients and with the community in multiple ways.
- 4.2. You utilize effective communication strategies (oral, written, graphic, non-verbal)
- 4.3. You access community resources to support and empower clients
- 4.4. You model appropriate interpersonal skills.
- 4.5. You use knowledge of the systemic view of people to develop respectful, reciprocal, and culturally responsive relationships.
- 4.6. You build relationships with agency personnel.

### **Learning Objectives**

- 4.a. You develop relationships with human service professionals.
- 4.b. You develop relationships with client and/or community members.

## **5. Demonstrate professionalism with human service personnel and community members.**

### **Assessment Strategies**

- 5.1. Evaluation
- 5.2. Reflection

### **Criteria**

*You will know you are successful when:*

- 5.1. You demonstrate genuine interest and concern for people.
- 5.2. You demonstrate a constructive, positive attitude in relation to people and situations.
- 5.3. You demonstrate an ability to treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity.
- 5.4. You demonstrate an ability to work as a part of a team.
- 5.5. You demonstrate an ability to cooperate with others.

- 5.6. You demonstrate an ability to ask questions and receive feedback from colleagues.
- 5.7. You demonstrate responsibility for a reasonable workload.
- 5.8. You demonstrate ability to be prompt in arriving at placement and meetings.
- 5.9. You demonstrate ability to follow through on work assignments.
- 5.10. You demonstrate an ability to be organized in carrying out assigned tasks.
- 5.11. You demonstrate an ability to be consistent in the quality of your work performance.
- 5.12. You take initiative to ask for work and/or complete work without being told.
- 5.13. You demonstrate a willingness to communicate consistently about work and/or interactions with clients with colleagues/supervisor.
- 5.14. You utilize proper grammar and spelling in written communications
- 5.15. You demonstrate the ability to maintain confidentiality and other workplace rules/regulations.

#### **Learning Objectives**

- 5.a. You demonstrate professional behaviors with human service personnel.
- 5.b. You demonstrate the ability to follow work place policies and procedures.

### **6. Demonstrate professionalism with clients**

#### **Assessment Strategies**

- 6.1. Evaluation
- 6.2. Reflection

#### **Criteria**

*You will know you are successful when:*

- 6.1. You maintain client confidentiality.
- 6.2. You maintain professional boundaries.
- 6.3. You adhere to professional workplace behaviors related to confidentiality.
- 6.4. You obtain information through valid and reliable researched sources.
- 6.5. You utilize professional language in your communications.
- 6.6. You demonstrate active listening.
- 6.7. You demonstrate interviewing skills.
- 6.8. You gather information through observation of clients and systems.
- 6.9. You produce records and documents that are accurate and free of spelling and grammar errors.

#### **Learning Objectives**

- 6.a. You employ professional behaviors with clients.
- 6.b. You demonstrate professional communication skills.

### **7. Employ suggestions provided by supervisor(s) and/or coworkers.**

#### **Assessment Strategies**

- 7.1. Self-evaluation
- 7.2. Evaluation
- 7.3. Reflection

#### **Criteria**

*You will know you are successful when:*

- 7.1. You demonstrate an ability to ask pertinent questions and attain feedback from field supervisor, Western Technical College instructor, and/or agency personnel.
- 7.2. 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.
- 7.3. You demonstrate an ability to listen to constructive feedback.
- 7.4. You demonstrate an ability to respond to constructive feedback.

#### **Learning Objectives**

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

### **8. Facilitate the engagement and assessment process for planned change.**

#### **Assessment Strategies**

- 8.1. Project
- 8.2. Reflection

## Criteria

*You will know you are successful when:*

- 8.1. You identify verbal engagement practices you employed.
- 8.2. You identify nonverbal engagement practices you employed.
- 8.3. You can ascertain information to complete an assessment.
- 8.4. You can show an identified need based on data or information collected.
- 8.5. You use multiple sources of information for the assessment process.
- 8.6. You determine the need for client advocacy.
- 8.7. You immediately utilize your supervisor with safety concerns.

## Learning Objectives

- 8.a. You produce an assessment.
- 8.b. You explain how you practiced the engagement process.

## 9. Facilitate the planning and intervention processes for planned change.

### Assessment Strategies

- 9.1. Project
- 9.2. Reflection

## Criteria

*You will know you are successful when:*

- 9.1. You identify best practices
- 9.2. You identify tasks to complete for the facilitation of the direct service/intervention
- 9.3. You follow through with tasks/assignments.
- 9.4. You monitor, adjust, and/or add tasks for successful implementation of intervention.
- 9.5. You implement intervention.

## Learning Objectives

- 9.a. You employ steps identified in the planning process.
- 9.b. You provide an intervention/direct service.

## 10. Facilitate the evaluation and termination process for planned change.

### Assessment Strategies

- 10.1. Reflection
- 10.2. Project

## Criteria

*You will know you are successful when:*

- 10.1. You determine the effectiveness the intervention/direct service.
- 10.2. You explain how the intervention/direct service could be improved.
- 10.3. You identify who you need to terminate with.
- 10.4. You explain how you terminated.

## Learning Objectives

- 10.a. You assess the intervention/direct service effectiveness.
- 10.b. You employ termination.

## 11. Utilize community resources.

### Assessment Strategies

- 11.1. Project
- 11.2. Reflection

## Criteria

*You will know you are successful when:*

- 11.1. You identify formal and informal community resources.
- 11.2. You determine appropriate volunteer, public, and/or nonprofit resources to meet a client need.
- 11.3. You make/recommend referrals as appropriate.
- 11.4. You monitor the outcome of the referral.

11.5. You establish a network of community resource contacts.

**Learning Objectives**

- 11.a. You utilize multiple sources to locate community resources.
- 11.b. You apply a community resource to a need.

**12. Model human service advocacy.**

**Assessment Strategies**

- 12.1. Reflection
- 12.2. Project

**Criteria**

*You will know you are successful when:*

- 12.1. You determine an area of need for advocacy.
- 12.2. You determine on-going advocacy efforts at the local, state, or national level on an area of need.
- 12.3. You determine best advocacy methods.
- 12.4. You apply an advocacy response to address an identified need.

**Learning Objectives**

- 12.a. Evaluate how a human service worker may engage in advocacy efforts to address an identified need/problem.
- 12.b. Choose an advocacy response to address identified need/problem.

**13. Demonstrate self-care.**

**Assessment Strategies**

- 13.1. Reflection
- 13.2. Self-assessment

**Criteria**

*You will know you are successful when:*

- 13.1. You can identify current home life stressors impacting your work.
- 13.2. You can identify field placement stressors.
- 13.3. You can identify supportive individuals at your field placement site and personal life.
- 13.4. You describe possible signs of burnout or compassion fatigue for yourself.
- 13.5. You apply self-care strategies at your field placement site.
- 13.6. You apply self-care strategies outside of work.

**Learning Objectives**

- 13.a. You determine what may lead to you experiencing burnout and/or compassion fatigue at your field site.
- 13.b. You apply self-care strategies.