

HSRV-122: HELPING SKILLS IN HUMAN SERVICES

Effective Term

Fall 2024

SECTION A - Course Data Elements

CB04 Credit Status

Credit - Degree Applicable

Discipline

Minimum Qualifications	And/Or
Counseling (Master's Degree)	And

Subject Code

HSRV - Human Services

Course Number

122

Department

Counseling (COUN)

Division

Counseling (COUN)

Full Course Title

Helping Skills in Human Services

Short Title

Helping Skills in HSRV

CB03 TOP Code

2104.00 - *Human Services

CB08 Basic Skills Status

NBS - Not Basic Skills

CB09 SAM Code

C - Clearly Occupational

Rationale

Adding requisite justification, dropping HSRV 120 as a prerequisite and adding content review requirements for prerequisite.

SECTION B - Course Description

Catalog Course Description

An introduction to helping skills and interview techniques necessary for paraprofessionals, volunteers and students working in the Human Services field. Students will learn basic communication skills to effectively support and guide persons who need assistance from social, educational and health service systems. Sensitivity and awareness of the client's diverse needs during an interview will be emphasized.

SECTION C - Conditions on Enrollment

Open Entry/Open Exit

No

Repeatability

Not Repeatable

Grading Options

Letter Grade or Pass/No Pass

Allow Audit

Yes

Requisites**Advisory Prerequisite(s)**

Completion of HSRV-120 with a minimum grade of C.

SECTION D - Course Standards**Is this course variable unit?**

No

Units

3.00000

Lecture Hours

54.00

Outside of Class Hours

108

Total Contact Hours

54

Total Student Hours

162

Distance Education Approval**Is this course offered through Distance Education?**

Yes

Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Hybrid	Permanent
Entirely Online	Permanent

SECTION E - Course Content**Student Learning Outcomes****Upon satisfactory completion of the course, students will be able to:**

1. Effectively communicate, both in writing and orally, demonstrating empathetic responses and active listening skills.

Course Objectives**Upon satisfactory completion of the course, students will be able to:**

1. Distinguish the roles of the helper.
2. Evaluate own values, attitudes, and beliefs, and compare them to those of others.
3. Define cultural and societal influences in Human Services.
4. Demonstrate communication skills necessary to be an effective helper.
5. Differentiate between cultural, economic and ethnic characteristics of clients.
6. Perform interview skills related to the human services.
7. Evaluate special populations within Human Services and understand the needs of diverse groups.
8. Define legal and ethical issues in the helping relationship and assess appropriate behavior for Human Services Specialists.

Course Content

Introduction to helping skills in the Human Services

- a. Definition of Human Services
- b. The role of the helper
- c. The client population
- B. Awareness of Self and Others
 - a. Values, attitudes, ethics and beliefs of self and others
 - b. Cultural and societal influences in Human Services
- C. The Helping Relationship
 - a. Active listening
 - b. Verbal and non-verbal language
 - c. Understanding personal boundaries
 - d. Establishing trust & a supportive atmosphere
 - e. Exchanging and relaying information
 - f. Decision-making models
 - g. Problem solving and conflict resolution
 - h. Cultural, economic, demographic and ethnic differences of clients
- D. Establishing an effective helping interview
 - a. Parts of an interview
 - b. Interview types and settings
 - c. Vignettes and case studies
- E. Introduction to Special Populations and Special Client Needs
 - a. Health concerns
 - b. HIV disease
 - c. Children
 - d. Gerontology and Aging
 - e. Criminal Behavior
 - f. Mental Health
 - g. Domestic Violence
 - h. Developmental & Learning Disabilities
 - i. Loss and Grief
 - j. Career Development
- F. Legal and Ethical Issues in the Helping Relationship
 - a. Identification of ethical and legal issues in serving clients
 - b. Reporting laws
 - c. Safety concerns and issues

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Activity	Small group discussion/work and in-class presentations by students.
Other	Students will complete biopsychosocial assessments in writing.
Visiting Lecturers	Instructor will invite community representatives to provide lectures on various topics related to the subject matter.
Lecture	Students will attend instructor led lecture (in-person or synchronous or pre-recorded)
Discussion	Students will complete online discussion boards on assigned topics.
Other	Lecture, discussion, group work, projects, scenarios, and case review. 1. Lecture on the legal and ethical issues in the helping relationship. 2. Group work and discussion on attitudes, values and beliefs of oneself and of persons from different cultures. 3. Case scenarios and reviews using examples from the human services clientele to strengthen listening skills. 4. Project on interviewing a client, writing up results. 5. Hybrid option will allow for both personal contact and incorporation of additional online resources.

Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards
 Chat Rooms
 Discussion Boards
 E-mail Communication
 Telephone Conversations
 Video or Teleconferencing

Student-Initiated Online Contact Types

Chat Rooms
 Discussions
 Group Work

Course design is accessible

Yes

Methods of Evaluation**Methods of Evaluation**

Types	Examples of classroom assessments
Exams/Tests	Example 1: Midterm quizzes and/or final exam. Example 2: Oral interviews and case scenarios applied to human services populations.
Homework	Students will read from their textbooks and submit assignments. Example 1: Complete the exercises at the end of a chapter. Example 2: Complete a chapter summary written report by stating the major headings of the chapter, and writing the main points under each heading.
Essays/Papers	Students will be assigned written work related to readings and in-class exercises. Example 1: Write up a case intake interview. Example 2: Write a paper on an agency who is serving a population of interest within the Human Services field.
Other	Discussion Boards - Require 1-3 discussion posts/week or every other week online related to a reading topic. Require 1-3 responses to posts by other classmates/week or every other week.
Skills Demonstration	Students will complete role plays, in-class and/or recorded demonstrated communication skills necessary to be an effective helper.
Projects	Students will complete biopsychosocial assessments in writing

Assignments**Reading Assignments**

Students will read from their textbooks and submit assignments.

Example 1: Complete the exercises at the end of a chapter.

Example 2: Complete a chapter summary written report by stating the major headings of the chapter, and writing the main points under each heading.

Writing Assignments

Students will be assigned written work related to readings and in-class exercises. Example 1: Write up a case intake interview.

Example 2: Write a paper on an agency who is serving a population of interest within the Human Services field.

Other Assignments

Discussion Boards - Require 1-3 discussion posts/week or every other week online related to a reading topic. Require 1-3 responses to posts by other classmates/week or every other week.

SECTION F - Textbooks and Instructional Materials**Material Type**

Textbook

Author

David Hutchinson

Title

The Essential Counselor: Process, Skills, and Techniques

Edition/Version

1st Edition

Publisher

Cognella Academic Publishing

Year

2021

ISBN #

1793512086

Material Type

Textbook

Author

Marianne Schneider Corey and Gerald Corey

Title

Becoming a Helper

Edition/Version

7th Edition

Publisher

Cengage Learning

Year

2015

ISBN #

1305085094

Material Type

Textbook

Author

Gerard Egan and Robert J. Reese

Title

The Skilled Helper: A Problem-Management and Opportunity-Development Approach to Helping - Standalone Book (HSE 123 Interviewing Techniques)

Edition/Version

11th Edition

Publisher

Cengage Learning

Year

2018

ISBN #

1305865715

Proposed General Education/Transfer Agreement

Do you wish to propose this course for a Local General Education Area?

No

Do you wish to propose this course for a CSU General Education Area?

No

Do you wish to propose this course for a UC Transferable Course Agreement (UC-TCA)?

No

Course Codes (Admin Only)

ASSIST Update

No

CB00 State ID

CCC000266493

CB10 Cooperative Work Experience Status

N - Is Not Part of a Cooperative Work Experience Education Program

CB11 Course Classification Status

Y - Credit Course

CB13 Special Class Status

N - The Course is Not an Approved Special Class

CB23 Funding Agency Category

Y - Not Applicable (Funding Not Used)

CB24 Program Course Status

Program Applicable

Allow Pass/No Pass

Yes

Only Pass/No Pass

No