



Course Outline - Diploma in Community Service Worker

Academic Period: **2023 - 2024**

Applicable NOC Code: **4212 Social and Community Service Workers**

Credential Awarded - **Diploma**

Prerequisites - **Ontario Secondary School Diploma or equivalent**

Program Duration - **40 Weeks with Internship**

Hourly Income in Toronto Region - **As high as \$45.25 per hour**

Course Rationale -

The Diploma in Community Service Worker program is designed to equip students with the necessary knowledge and skills to provide assistance and support to individuals and communities facing various social challenges. This program prepares students for rewarding careers in social service and community agencies, enabling them to make a positive impact on the lives of others.

Course Description -

The Diploma in Community Service Worker program provides comprehensive training in the field of social and community services. Students will develop a solid understanding of sociology, social welfare, psychology, and relevant laws. They will also gain practical skills in counseling, mental health and addiction support, crisis intervention, conflict resolution, professional documentation, and the use of Microsoft Office applications. The program includes a 10-week internship component, allowing students to apply their knowledge and skills in real-world settings.

Modules covered in the course -

1. **Introduction to Sociology:** Explore key sociological concepts and theories, examining the impact of social structures and institutions on individuals and communities.
2. **Introduction to Social Welfare:** Gain an understanding of social welfare systems, policies, and programs aimed at addressing societal issues and promoting well-being.
3. **Introduction to Psychology:** Study fundamental psychological principles and theories, exploring human behavior and mental processes.
4. **Law for Community Workers:** Learn about legal frameworks and regulations relevant to community service work, understanding the rights and responsibilities of individuals.
5. **Basic Counseling Skills:** Develop foundational counseling skills, including active listening, empathy, rapport building, and effective communication techniques.
6. **Mental Health and Addiction:** Acquire knowledge of mental health disorders and addiction issues, exploring assessment, intervention, and support strategies.
7. **Population at Risk:** Gain insight into diverse populations facing social and economic challenges, understanding the unique needs and considerations of marginalized groups.
8. **Professional Documentation:** Learn the importance of accurate and ethical documentation in community service work, practicing record-keeping and report writing skills.
9. **Crisis Intervention:** Acquire skills and techniques to effectively manage crisis situations, providing immediate support and promoting safety.
10. **Conflict Resolution:** Develop strategies for resolving conflicts and managing challenging interpersonal dynamics in community service settings.
11. **Microsoft Office 365 Applications:** Enhance computer skills through training in Microsoft Office applications, including word processing, spreadsheet management, and presentation creation.
12. **Internship:** Apply theoretical knowledge and practical skills in a supervised internship, gaining hands-on experience and further developing professional competencies.

Learning Outcomes -

Upon successful completion of the program, students will be able to:

1. Demonstrate a comprehensive understanding of sociology, social welfare, psychology, and legal principles as they relate to community service work.
2. Apply basic counseling skills, including active listening, empathy, rapport building, and effective communication techniques, to provide support and assistance to individuals and communities.

3. Identify and assess mental health disorders and addiction issues, and employ appropriate intervention strategies to support individuals experiencing these challenges.
4. Recognize the needs and challenges of diverse populations at risk, understanding the importance of culturally sensitive approaches and the promotion of social justice.
5. Apply crisis intervention techniques to effectively manage and provide immediate support in crisis situations.
6. Demonstrate conflict resolution skills to address and manage interpersonal conflicts in community service settings.
7. Utilize Microsoft Office applications proficiently to enhance productivity and efficiently manage information in a professional context.
8. Understand the importance of accurate and ethical documentation, and demonstrate proficiency in record-keeping and report writing.
9. Successfully complete a 10-week internship, applying theoretical knowledge and practical skills in real-world settings under supervision.
10. Demonstrate professionalism, ethical conduct, and an understanding of the role and responsibilities of a community service worker.
11. Collaborate effectively within interdisciplinary teams, demonstrating effective teamwork and communication skills.
12. Evaluate and adapt to the changing needs and dynamics of the social service field, demonstrating a commitment to lifelong learning and professional growth.

Note: The learning outcome may vary based on every individual's learning objectives and focus on the program.

These course outcomes ensure that graduates of the Diploma in Community Service Worker program are well-prepared to contribute to the well-being of individuals and communities, and make a positive impact in their chosen career paths.