

Community Service Worker

Diploma

Program Introduction

With the aging population, the tremendous advancements in technology, and our demand for the best quality of life, the healthcare industry is facing a growing shortage of well-trained personnel. Throughout the North American healthcare industry, there is an acute need to increase the size of the workforce and raise the skill level of that workforce.

A well-trained Community Service Worker (CSW) is equipped with a flexible, adaptable career. Social and community service workers administer and implement a variety of social assistance programs and community services. They assist clients to address personal and social problems. They are employed by social service and government agencies, mental health agencies, group homes, shelters, substance abuse centres, school boards, correctional facilities, and other establishments.

Program Objectives

This program provides students with the basic knowledge, skills, and work experience needed to become permanently employable in a CSW setting. Skill development is delivered in three areas:

- Comprehensive community service worker knowledge, including psychology, sociology, family life, mental health, addictions, criminology, at-risk populations, case management, counselling, ethics, business communication, report writing, and government and social services
- Full range of computer and office skills, including current software applications, keyboarding skills, and personal and professional development
- On-site work experience through participation in a 160 hour placement at an approved CSW facility

Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Instructor-led
- Placement

Of Interest To

This program is of interest to individuals with a strong desire to work as an integral part of a CSW team who also:

- Enjoy performing a variety of responsibilities in a caring, gracious, and professional manner
- Place a high value on confidentiality, discretion, support, and detachment
- Have a keen interest in attaining knowledge in the Community Services and Social Worker field
- Demonstrate a strong personal and professional commitment to achieving excellence in a CSW capacity

Program Notes

Financial assistance may be available to qualified students

Graduation requirements: students must achieve a minimum program mark of 75% to obtain a diploma, as well as the successful completion of a 160-hour placement.

Career Opportunities

Graduates of this program are qualified to work in a wide variety of CSW settings and occupations. Job titles vary per location, but graduates are an integral part of many settings, including:

- Healthcare and social assistance
- Nursing and residential care facilities
- Youth centres
- Individual and family services
- Youth protection services
- Public administration
- Civic and social organizations
- Social advocacy
- Grant-making organizations
- Provincial government
- Out-patient care centres
- Local community service centres (e.g., CLSC)
- Vocational rehabilitation services
- Educational services
- Hospitals
- Community food and housing

Admission Requirements

- Grade 12 or equivalent; OR
- 18 years of age or with successful completion of an admission test, Wonderlic SLE admission test with minimum score of 16; AND
- Completion of Wonderlic SLE admission test with minimum score of 16; AND
- Adequate level of physical health to be able to fulfill job requirements; AND
- Good command of the English language – both written and oral; AND
- Completion of standard registration form.

Practicum Requirements

- Minimum pass mark for each subject (75% on CSW courses and 60% on ILS courses, and 75% as the overall average program grade); AND
- Keyboarding 25 wpm; AND
- Standard First Aid/CPR – Level C; AND
- Resume and Placement Preference Sheet at least 30 days prior to placement; AND
- Clear Criminal Record Check with Vulnerable Sector Screening, submitted 30 days prior to placement; AND
- Non-disclosure or confidentiality agreement may be required; AND
- Proof of Vaccinations – Hepatitis and TB Tests may be required; AND
- Interview by Host may be also required prior to placement. The host has a right to choose whether or not to accept the student based on the results of the interview and program marks.

Program Breakdown

Core Courses

Part A: Computer and Business Office Skills

- Introduction to Keyboarding
- Keyboard Skill Building Level 1
- Microsoft Windows Level 1
- Microsoft Word – Level 1
- Microsoft Excel – Level 1
- Microsoft Access – Level 1
- Microsoft Outlook – Level 1
- Strategies for Success
- Job Search and Résumé Writing

Part B: CSW Administrative/Clinical

- Psychology Fundamentals
- Sociology and Family Life in Canada
- Introduction to Mental Health and Addictions
- Life-Span Development
- Criminology and At-Risk Populations
- Case Management, Counselling, and Ethics
- Business Communication and Report Writing
- Government and Social Services

Part C: Work Experience

- Placement