

# Community Service Worker

## Diploma

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### 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 preceptorship at an approved CSW facility.

At the end of the program, students will be able to:

- Accurately identify the socio-economic factors that may influence an individual's attitudes and behaviours towards health and wellness during the intake process.

- Advocate for client interests by accurately identifying client needs, directing them to appropriate community, provincial, and/or federal resources, and demonstrating an awareness of client diversity, uniqueness, and individuality.
- Produce correctly formatted, grammatically correct, and accurate documents (e.g., reports, letters, and e-mails) that reflect an awareness of the target audience and include appropriate, industry-specific terminology.
- Communicate clearly and effectively with colleagues and a wide range of healthcare professionals both orally and in writing in a community service work context.
- Demonstrate ethics, professionalism, and self-awareness by analyzing case studies and ethical dilemmas, correctly identifying unethical, unprofessional, or inappropriate behaviour, and proposing more effective or appropriate courses of action

### 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 fields.
- 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.

## Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators.
- Online training supported by Academy of Learning College online virtual instructors.

## 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:

- Youth centres and youth protection services
- Individual and family services
- Civic and social organizations
- Out-patient care centres
- Local Community Service Centres (CLSC)
- Vocational rehabilitation services
- Educational services
- Community food and housing
- Emergency relief services

## Admissions Requirements

- Clear Criminal Record Check with Vulnerable Sector Check
- 19 years of age or older (varies, depending on province- specific ministry requirements)
- Grade 12 or equivalent, or Mature Student Status with successful completion of CAST testing
- Adequate level of physical health to be able to fulfill job requirements (as stated in self-assessment)
- Other medical tests (e.g., TB Test) or proof of vaccinations (e.g., Hepatitis B) may be required by industry prior to placement
- Good command of the English language – both written and oral (as per completion of the Wonderlic SLE admission test with a minimum score of 18)
- Completion of standard registration form

## 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
- Thought Patterns For A Successful Career
- 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

- Preceptorship



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