

Course Outline

School / Portfolio: Faculty of Education and Arts

Course Title: HUMAN SERVICES MANAGEMENT: PRINCIPLES AND PROCESS

Course ID: APGGC4572

Credit Points: 30.00

Prerequisite(s): Nil

Co-requisite(s): Nil

Exclusion(s): (APGGC5572)

ASCED Code: 090599

Program Level:

AQF Level of Program						
	5	6	7	8	9	10
Level						
Introductory	■	■	■	■	✓	■
Intermediate	■	■	■	■	■	■
Advanced	■	■	■	■	■	■

Learning Outcomes:

Knowledge:

- K1.** Examine the theoretical concepts of organisational management in a human services organisation
- K2.** Recognise and identify the professional values and ethical issues inherent in the human services organisation and management at introductory postgraduate level;
- K3.** Determine the impact of policy, both external and internal, to the management of the HS organisation
- K4.** Evaluate key models of decision making as related to human services organisational and management processes at introductory postgraduate level;
- K5.** Critically appraise the various models of supervision and how these impact the organisational processes

Skills:

- S1.** Reflect critically on one's personal style of management and how it fits within the organisation's culture
- S2.** Critique the organisational processes and the management practices required in a human services organisation
- S3.** Analyse one's personal professional strengths in working with staff through an understanding of the processes of supervision at introductory postgraduate level

Application of knowledge and skills:

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- A1.** Develop a comprehensive set of strategies at introductory postgraduate level for change within a specific organisational context
- A2.** Integrate introductory postgraduate level knowledge and practice within the range of management requirements
- A3.** Research current practice in change management with an understanding of key organisational processes
- A4.** Demonstrate written communication skills at introductory postgraduate level in the design of a framework to address a management practice situation

Course Content:

Topics may include:

- Organisational Culture
- Humanising the Organisation
- Groups and Teams
- Policy Formation and Implementation
- Decision-Making and Communication
- Supervision, Staff Well-being and Dealing with Conflict
- The Uniqueness of the Human Services Organisation
- Organisational Governance
- Organisational Effectiveness and Organisational Change
- Innovation and the Learning Organisation

Values and Graduate Attributes:

Values:

- V1.** Respect for and commitment to equitable power relations and environmental, economic and social sustainability involving human services planning with people and communities.
- V2.** Appreciation of scholarly, rigorous, systematic and theoretically informed research for organisational, community and human service contexts
- V3.** Valuing engagement in independent scholarly activity
- V4.** Commitment to scholarly engagement in the pursuit of social justice.
- V5.** Recognise the values inherent in the human services workplace
- V6.** Reflect on personal values as related to work skills

Graduate Attributes:

Attribute	Brief Description	Focus
Continuous Learning	Students develop their abilities to identify and understand relevant concepts, policies and management practices in human services	High
Self Reliance	Students develop advanced skills in independent research, policy analysis and critical reflection	High
Engaged Citizenship	Students engage with relevant methods, debates and perspectives concerning human services management	High
Social Responsibility	Students develop their understanding of ethical considerations in human services policy and change management	High

Learning Task and Assessment:

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Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K1, K2, K3 S1, S3 A1, A2, A4	Students are required to select a situation, an incident or an event from their own employment experience (e.g. an employee conflict situation) and analyse this situation by considering the specific management processes with attention to concepts, organisational issues and human impacts.	Organisational processes situational analysis	45-55%
K2, K4, K5 S2 A1, A2, A3, A4	Students are required to design a change management strategy for a specific organisation, based on a need identified through innovation (if possible). Attention must be given to providing a brief description of the agency, a strategy for evaluating change, and an outline of relevant processes, skills and ethical responsibilities	Change management strategy	45-55%

Adopted Reference Style:

APA