

School / Faculty: Faculty of Education and Arts

Course Title: HUMAN SERVICES MANAGEMENT AND PRACTICE

Course ID: ATSGC3850

Credit Points: 15.00

Prerequisite(s): ((ATSGC2823 or WELSI2104) OR (ATSGC3713 or WELRO3107)) (ATSGC2822)

Co-requisite(s): Nil

Exclusion(s): Nil

ASCED Code: 090515

Grading Scheme: Graded (HD, D, C, etc.)

Program Level:

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

Learning Outcomes:

Knowledge:

- K1.** Explore and critique theories and practice of organisations within the context of welfare practice
- K2.** Critically examine the complex nature of organisations and human service management practices
- K3.** Recognise and reflect on the importance of professional interactions within an organisation
- K4.** Examine current models of organisational development and management practices in welfare organisations

Skills:

- S1.** Analyse and critique the professional skills required for a welfare professional within a complex organisation
- S2.** Incorporate concepts such as leadership and team development
- S3.** Communicate competently and proficiently in written and oral context
- S4.** Apply relevant theoretical concepts to create a new program within a specific organisational context

Application of knowledge and skills:

- A1.** Integrate concepts and knowledge areas with identified professional skills, organisational contexts and management practices for professional welfare programs

Course Outline (Higher Education)

ATSGC3850 HUMAN SERVICES MANAGEMENT AND PRACTICE

A2. Incorporate reflective personal practices into welfare and community settings

A3. Apply knowledge and skills to written assessments

Course Content:

Topics may include:

- The organisational environment
- Organisational structure and culture
- Management and leadership
- Workforce support and development
- Strategic planning for practice
- Project management and evaluation
- Financial management and quality accreditation
- Change management
- Communication, community engagement and collaboration

Values and Graduate Attributes:

Values:

V1. Appreciate the impact of organizational issues on staff and clients

V2. Recognise the importance of participation, engagement and ownership by staff

V3. Respect, listen and support student colleagues in their work experiences

V4. Reflect on personal values and work skills

Graduate Attributes:

graduate attributes statement. To have graduates with knowledge, skills and competence that enable them to stand out as critical, creative and enquiring learners who are capable, flexible and work ready, and responsible, ethical and engaged citizens.

Attribute	Brief Description	Focus
Knowledge, skills and competence	Students develop their understanding of human services management practices and organisational contexts	High

Course Outline (Higher Education)

ATSGC3850 HUMAN SERVICES MANAGEMENT AND PRACTICE

Attribute	Brief Description	Focus
Critical, creative and enquiring learners	Students develop skills in independent research and analysis concerning human services management and organisational practices	High
Capable, flexible and work ready	Students engage with ideas, concepts, debates and perspectives about human services management and practice	Medium
Responsible, ethical and engaged citizens	Students develop their understanding of ethical codes and practices in human services management and practice	High

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K1, K2, K3, K4, S2, S3, A1, A2	Workbook exercises: Critically review these weekly topics to consider theory in relation to practice	Written Assignment	45-55%
K3, S2, S3, S4, A2, A3	Program Plan: Demonstrate understanding of theoretical concepts through the practical development of a program within a specific organisational context.	Program plan and detailed proposal	35-45%
K4, K1, S1, S2, A1, A2	Participation - Weekly involvement in online discussions or quizzes to demonstrate understanding of concepts	Participation	5-15%

Adopted Reference Style:

APA