This sample unit outline is provided by CHC for prospective and current students to assist with unit selection.

Elements of this outline which may change with subsequent offerings of the unit include Content, Required Texts, Recommended Readings and details of the Assessment Tasks.

Students who are currently enrolled in this unit should obtain the outline for the relevant semester from the unit lecturer.
Unit Name | Human Services Skills  
--- | ---  
Unit Code | HS161  
Award | Diploma of Social Science  
| Bachelor of Social Science  
Credit Points | 10  
Core/Elective | Elective  
Pre/co-requisites | Nil  
Incompatible | CO161 Basic Counselling Skills  
| CD161 Community Development Skills  
| CH161 Chaplaincy Microskills  
Modes | Internal  
| Intensive  
Delivery/Contact hrs |  
| **Internal**  
| Lectures and Tutorials | 39 hours  
| Reading, study and preparation for lectures | 39 hours  
| Assignment preparation | 52 hours  
| TOTAL | 130 hours  
| **Intensive**  
| Intensive contact hours | 35 hours  
| Reading, study and preparation for intensive | 43 hours  
| Assignment preparation | 52 hours  
| TOTAL | 130 hours  
Teaching Staff | Jason Fowler  
Unit Rationale | Those working in human services are called upon to interact effectively with a broad range of clients, stake-holders and colleagues. As a result, it is essential that they develop basic skills in the context of critical reflection and a growing self-awareness.  
The major focus of this unit, therefore, is to help students master the basic human services skills, by specific classroom practice. The unit is seen as a practical one, with time for development of skills, and feedback from others. The unit approaches the topic in a holistic manner, in that skills are not taught in isolation but in the context of communication purpose, ethics and group orientation.  
Learning Outcomes:  
On completion of this unit of study, students will have provided evidence that they have:  
1. Understood and practiced generic verbal and non-verbal communication skills;  
2. Developed reflective practice skills for human services work;  
3. Considered human services skills and practice within the context of a variety of theoretical approaches, Christian perspectives and ethical principles;  
4. Considered human services skills and practice within the multicultural and group contexts, including people from culturally and linguistically diverse backgrounds;  
5. Assessed client needs and determined and evaluated appropriate client strategies including appropriate professional referrals;  
6. Understood how human service workers operate within a wider framework of people-helping professions, including the mental health sector;  
7. Identified the personal qualities which make an effective human services worker, including reflecting on their own strengths and weaknesses;  
8. Written at an appropriate tertiary standard with special attention to correct grammar, punctuation, spelling, vocabulary, usage, sentence structure, logical relations, style, referencing and presentation.
Content:

<table>
<thead>
<tr>
<th>No.</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction – Reflective practice and the human service worker’s use of self</td>
</tr>
<tr>
<td>2</td>
<td>Microskills – Development of rapport, attending and opening</td>
</tr>
<tr>
<td>3</td>
<td>Microskills – Questions, observing and body language</td>
</tr>
<tr>
<td>4</td>
<td>Microskills – Basic reflection and paraphrasing</td>
</tr>
<tr>
<td>5</td>
<td>Microskills – Paraphrasing and summarising</td>
</tr>
<tr>
<td>6</td>
<td>Microskills – Reflecting feeling</td>
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<tr>
<td>7</td>
<td>Microskills – Complete interview</td>
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<tr>
<td>8</td>
<td>Practising critical reflection and advocacy in practice</td>
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<td>9</td>
<td>Conducting assessment and risk assessment, determining appropriate client strategies, referral, and evaluation of client strategies</td>
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<tr>
<td>10</td>
<td>Effective communication and report writing</td>
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<tr>
<td>11</td>
<td>Understanding and managing conflict</td>
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<tr>
<td>12</td>
<td>Situating human service work within a wider framework of people-helping professions, including the mental health sector</td>
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<tr>
<td>13</td>
<td>Ethical practice and Christian perspectives; Working cross-culturally and with groups</td>
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</tbody>
</table>

Set Text Requirements:


Recommended Readings:


**Journals**

*Journal of Community Practice*

*Journal of Social Work Practice*

### Assessment:

80% attendance at scheduled classes and regular participation in the forum discussions on the unit’s Moodle™ site (as applicable) are required in order to achieve a pass in this unit.

<table>
<thead>
<tr>
<th>Assessment Item</th>
<th>Topic/s</th>
<th>Learning Outcomes assessed</th>
<th>Week Due</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recorded Interview &amp; Annotated Transcript Interview: 15 minutes Annotated portion of transcript: 750 words</td>
<td>Record an interview and write an annotated transcript demonstrating and analysing your use of basic interpersonal microskills.</td>
<td>1, 2, 6</td>
<td>Internal: Week 8 Intensive: Two weeks after first session</td>
<td>30%</td>
</tr>
<tr>
<td>Reflective Essay 1250 words</td>
<td>Reflect on the relationship between your developing awareness of “use of self” and your use of the basic interpersonal skills learned in this subject in the context human services work.</td>
<td>1-8</td>
<td>Internal: Week 11 Intensive: Two weeks after second session</td>
<td>30%</td>
</tr>
<tr>
<td>Recorded Interview, Report and Evaluation Interview: 20 minutes Report and Evaluation: 1500 words</td>
<td>Record an interview demonstrating basic interpersonal skills and specific human services skills relating to a risk assessment. Accompany this recording with a formal written report of assessment, and an evaluation of the interview in terms of application of skills, ethical principles, Christian worldview perspectives and personal learning.</td>
<td>1-8</td>
<td>Week 14</td>
<td>40%</td>
</tr>
</tbody>
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