



HERITAGE COMMUNITY COLLEGE  
VESTRI FOSTERUS SATUS HIC

## Program Outline Social Services Support Worker Diploma

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Brief Program Description	This <u>diploma</u> program focuses on preparing you to be an effective social services practitioner by acquiring the knowledge, skills, and values needed to provide support to individuals, families, groups, and communities in need and who are seeking support from a variety of available assistance programs and services. This program is intended for people who are looking for a career in community social services.
NOC Code	4212 Social and Community Services Worker
Career Opportunities	Upon completion of the program, graduates can work in the below occupations list: <ul style="list-style-type: none"><li>• community service worker</li><li>• crisis intervention worker</li><li>• developmental service worker</li><li>• drop-in centre worker</li><li>• family service worker</li><li>• group home worker</li><li>• income maintenance officer - social services</li><li>• life skills instructor</li><li>• mental health worker</li><li>• rehabilitation worker - social services</li><li>• social services worker</li></ul>
Admission Requirements	<ul style="list-style-type: none"><li>• High school diploma or equivalent, or mature student status (19 years or older).</li><li>• Criminal record check.</li><li>• Immunization report.</li><li>• Complete 'Student Declaration – Social Services Support Worker Program' form.</li><li>• Meet minimum English language proficiency requirements.</li><li>• International students, for language proficiency, require IELTS at least 5.5 band or Canadian Language Benchmark Test level 6 or HCC's ESC Program</li></ul>
Required Textbooks	List of textbooks are mentioned in each course outline
Equipment required for this Program	<ul style="list-style-type: none"><li>• White board,</li><li>• Overhead projector,</li></ul>



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- Lecture notes,
- Computers,
- Chairs,
- Desks,
- Garbage bins,
- A4 folders
- Notepads
- Pencils
- Pens
- Highlighters
- Other office products and equipment

Program Duration      *720 hours*  
                                  *9 months*  
                                  *36 weeks*

Homework Hours      2-3 hrs. This is only an approximate figure and is dependent upon how much time the student can dedicate to the studies and how well he/she grasps the learning concepts in the course material.

Delivery Methods      *Indicate how the program is delivered.*  
 *On-site delivery.*  
 *Distance delivery.*  
 *Combined delivery (on-site and distance.)*

<b>Instructional Methods</b>	<b><i>Method of Delivery</i></b> <b><i>(reflect all methods used)</i></b>	<b><i>Contact Hours</i></b>
	<i>Classroom (Instructor Led)</i>	0 hrs
	<i>Computer Based Training</i>	0 hrs
	<i>Distance Education</i>	620 hrs
	<i>Supervised Lab</i>	0 hrs
	<u><i>Practicum</i></u>	<u>100 hrs</u>
	<b>TOTAL</b>	<b>720 hrs</b>

Learning Objectives/Outcomes	<p>The Social Services Worker Diploma program prepares graduates for employment positions with social service agencies and organizations, residential programs, homes group, shelters and housing services, community health centers, and family service organizations throughout the private and public sectors, or they may be self-employed.</p> <p>Students will have an understanding of:</p> <ul style="list-style-type: none"> <li>• You will gain a solid understanding of the social and community services available and the role of social services workers in improving the social welfare of individuals and communities.</li> <li>• You will be able to recognize at-risk behaviors across a variety of groups.</li> <li>• You will be able to describe the effects of psychoactive chemicals on target populations suffering with mental illness.</li> <li>• You will be able to describe the effects of mental health in relation to addiction, diagnosis, and medications used in pharmacotherapies and the impact mental health may have on individuals or communities.</li> <li>• You will be able to describe and discuss the issues, defining traits, intervention, prevention, and safety issues for those suffering with mental illness.</li> <li>• You will be able to articulate the impact on the client-counsellor relationship with respect to cultural and diversity issues.</li> <li>• You will be familiar with resources available under the broad umbrella of the Canadian health care system.</li> </ul>
Student Progress/ Assessment Methods	<p>A final grade of 60% is required to pass each course unless otherwise indicated on a course outline. Generally, course assessment consists of quizzes, exams, and project-based assignments.</p>
	<p>Students will be required to complete 100 hrs of work experience. To qualify for work experience, students are required to maintain a minimum C grade average or higher and a minimum attendance of 85%.</p>
Attendance Expectations	<p>85% of classes must be attended to achieve competency for this qualification</p>
Graduation Requirements	<p>Minimum C grade average is required for graduation</p>

**Program Organization:**

<b>Course No.</b>	<b>Course Name</b>	<b>Hours</b>
SFCS100	Strategies for College Success	20
ACSW100	Addictions Fundamentals	40
ACSW200	Social Service Work Fundamentals	20
PYSC100	Psychology Fundamentals	60
SOCI100	Sociology Fundamentals	20
PYSC110	Ethics Fundamentals	40
ACSW300	Self-Care Techniques	20
ACSW400	Resources and Networking	20
PSYC130	Interview and Intake Procedures	60
COMC150	Professional Report Writing	40
ACSW500	Family Studies	40
PSYC140	Mental Health Fundamentals	80
PSYC150	Behavior Analysis Techniques	40
SSPR100	Work Experience	100
EMPL111	Career Employment & Strategies	40
CARE500	Special Certificates * 8 hr/days*	80
<b>Program Total</b>	<b>36 weeks</b>	<b>720 hrs.</b>