Area of Interest: Community and Social Services

Social Service Worker (Intensive)

Ontario College Diploma
42 Weeks
Ottawa Campus

Academic Year: 2019/2020
Program Code: 0432Z05FWO

Our Program

Pursue a fulfilling career working on the frontline of social services.

The Social Service Worker (Intensive) program, comprised of three terms, is an accelerated model of the two-year Social Service Worker program. This program is available for students who have completed prior post-secondary education in a related field (six courses in psychology, anthropology, and/or sociology).

Through theory and practical experiences, the program prepares you to support a wide range of client groups and communities who are in the process of change or growth, including those impacted by issues such as:

- loss and separation
- family crisis
- poverty
- violence
- homelessness
- addiction
- disability
- unemployment
- oppression
- resettlement issues

As a student, you complete three field placement experiences totaling more than 300 hours. You identify, practice and incorporate theoretical knowledge at a level that provides top client service. As well, you strengthen the bond between yourself and the community by participating in various applied research projects and direct practice opportunities. With these opportunities, you are ready to work on the front line of social services.

Graduates may secure employment as Social Service Workers in provincial, municipal and private social service agencies including:

- social service departments
- long-term care facilities
- addiction and mental health services
- schools and programs for youth
- community health centres
- shelters
• residential treatment programs

SUCCESS FACTORS

This program is well-suited for students who:

• Have effective interpersonal skills.
• Are committed to addressing social issues, such as poverty, homelessness, oppression and human rights.
• Understand the importance of effective communication with clients and community partners.
• Are team-oriented and enjoy working with others.
• Deal effectively with stressful situations.
• Have resolved personal issues and challenges.

Employment

The program prepares you for your career by providing you with the opportunity to apply for professional credibility in the field of social services. Upon graduating, you must register as a Social Service Worker through the Ontario College of Social Workers and Social Service Workers in order to be recognized as such.

Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work
2. Identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
3. Recognize diverse needs and experiences of individuals, groups, families, and communities, to promote accessible and responsive programs and services
4. Identify current social policy; relevant legislation; and political, social, and/or economic systems, and their impacts on service delivery.
5. Advocate for appropriate access to resources to assist individuals, families, groups, and the community.
6. Develop and maintain positive working relationships with colleagues, supervisors, and community partners.
7. Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
8. Integrate social group work and group facilitation skills across a wide range of environments, supporting growth and development of individuals, families, and communities.
9. Work in communities to advocate for change strategies that promote social and economic justice and challenge patterns of oppression and discrimination.
10. Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

Program of Study
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<tr>
<th>Level: 01</th>
<th>Courses</th>
<th>Hours</th>
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<tbody>
<tr>
<td></td>
<td>FAM1401 Foundations of Social Welfare in Canada</td>
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<td>FAM1403 Human Development I</td>
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<td>FAM1407 Ethics of Social Service Work</td>
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<td>FAM1419 Working with Diverse Communities</td>
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<td>FAM1422 Interviewing and Recording in Social Service Work</td>
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<td>FAM1427 Theories of Intervention</td>
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<td>FAM1434 Addictions</td>
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<td>Courses</td>
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<td>FAM1406 Social Service Group Work</td>
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<td>FAM1417 Human Development II</td>
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<td>FAM1418 Community Organization</td>
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<td>FAM1424 Crisis Intervention in Social Service Work Practice</td>
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<td>FAM1425 Legislation and Political Issues in Social Service Work</td>
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<td>FAM1426 Abnormal Psychology</td>
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<td>Level: 03</td>
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<td>FAM0065 Field Placement II</td>
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<td></td>
<td>FAM1428 Placement Seminar</td>
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**Fees for the 2019/2020 Academic Year**

Tuition and related ancillary fees for this program can be viewed by using the Tuition and Fees Estimator tool at [https://www.algonquincollege.com/fee-estimator](https://www.algonquincollege.com/fee-estimator).

Further information on fees can be found by visiting the Registrar’s Office website at [https://www.algonquincollege.com/ro](https://www.algonquincollege.com/ro).

Fees are subject to change.

Additional program related expenses include:

Books and supplies cost approximately $1,400 for the program duration. Supplies can be purchased at the campus store. See [https://www.algonquincollege.com/coursematerials/](https://www.algonquincollege.com/coursematerials/) for more information about books.

Additional expenses related to verification for field placement requirements. ParaMed clearance police records check, health immunizations and first aid are the responsibility of the student. The ParaMed documentation clearance fee is approximately $50 and set by ParaMed a third-party provider.

**Admission Requirements for the 2020/2021 Academic Year**

**Program Eligibility**

- Ontario College Diploma, Ontario College Advanced Diploma or Degree or equivalent in a Social Services.

- International applicants must provide proof of the subject specific requirements noted above along with proof of either: (IELTS / TOEFL) IELTS-International English Language Testing Service (Academic) Overall band of 6.5 with a minimum of 6.0 in each band; OR TOEFL-Internet-based (iBT)-overall 88, with a minimum of 22 in each component: Reading 22; Listening 22; Speaking 22; Writing 22.

- Applicants with international transcripts must provide proof of the subject specific requirements noted above and may be required to provide proof of language proficiency.

**Health Requirements:**
The physical and emotional health of each applicant to the program must be such that he or she
can successfully cope with the program of instruction including the demands of field placement (e.g. stress and time management). Individuals who have concerns about their ability to meet these requirements should contact the coordinator of the program prior to submitting an application.

**Police Records Check Documentation:**
Though not an admission requirement, applicants must note important information listed below regarding Police Records Check program requirements.

Students must provide the College with a current Police Records Check for Service with the Vulnerable Sector (PRCSVS) prior to the deadline identified by the department and students are responsible for any associated costs. If this documentation is not submitted on time, students may not be placed and registration in the program will be jeopardized. If you register in the program without a clear PRCSVS and as a result are unable to participate in placement, you will not be able to graduate and will be asked to withdraw.

**Field Placement Eligibility:**
To be eligible for placement, you must submit proof of PRVCS, and complete immunizations through ParaMed. ParaMed services are the third-party provider who collects all field placement documentation for the Community Studies department.

**Admission Requirements for 2019/2020 Academic Year**

**Program Eligibility**

- Ontario College Diploma, Ontario College Advanced Diploma or Degree in Social Services.

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It is important to note students must successfully complete FAM1433 Placement Seminar and FAM1430 Field Placement I prior to proceeding to level 03.

**Application Information**
SOCIAL SERVICE WORKER (INTENSIVE)
Program Code 0432Z05FWO
Applications to full-time day programs must be submitted with official transcripts showing completion of the academic admission requirements through:

ontariocolleges.ca
60 Corporate Court
Guelph, Ontario N1G 5J3
1-888-892-2228

Students currently enrolled in an Ontario secondary school should notify their Guidance Office prior to their online application at http://www.ontariocolleges.ca/.

Applications for Fall Term and Winter Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as places are available.

International applicants please visit this link for application process information: https://algonquincollege.force.com/myACint/.

For further information on the admissions process, contact:

Registrar’s Office
Algonquin College
1385 Woodroffe Ave
Ottawa, ON K2G 1V8
Telephone: 613-727-0002
Toll-free: 1-800-565-4723
TTY: 613-727-7766
Fax: 613-727-7632
Email: mailto:AskUs@algonquincollege.com

Additional Information

Programs at Algonquin College are Bring Your Own Device (BYOD). To see the BYOD requirements for your program, please visit: http://www7.algonquincollege.com/byod/.

The Social Service Worker Intensive program consists of courses that are delivered in a variety of formats including face-to-face in a classroom, hybrid (combination of classroom and online learning) and online courses. Students participate in all three types of learning. Students also participate in field placement learning activities. Class schedules vary from term to term and courses may be scheduled between the hours of 8 a.m. and 10 p.m. Monday through Thursday and 8 a.m. and 6 p.m. Friday. There is no flexibility in the assigned timetable. There is a significant workload in the program and students need to be prepared to make a full-time commitment to their studies and field placement in order to be successful.

Students may apply for transfer of academic credits from Algonquin College (internal transfer) or from other institutions (external transfer). College Policies AA09 and AA10 apply to transfer of credits. For more information visit: www.algonquincollege.com/directives. Students may apply for credit by challenging courses using Prior Learning Assessment and Recognition (PLAR). College Policy AA06 applies to PLAR. Students pay a fee for each course they wish to be exempt from and, through either a portfolio or challenge examination, a PLAR may lead to the acceptance of work and life experience in lieu of taking certain courses. For more information visit: www.algonquincollege.com/col/plar.html. Please note we do not PLAR any of our placements.

Social Service Worker is a registered professional title which may only be used by members in good standing of the Ontario College of Social Workers and Social Service Workers (OCSWSSW). This relates to Ontario legislation called The Social Work and Social Service Worker Act. Graduates of the Social Service Worker Intensive program are required by law to join the OCSWSSW after graduation in order to use this professional title. The OCSWSSW grants or denies membership. For more information see: www.ocswssw.org.
For program information, contact the Program Coordinator, Melissa D’Amora at 613-727-4723 x 5882 or at mailto:damoram@algonquincollege.com.

Course Descriptions

**FAM0065 Field Placement II**

Students are provided an opportunity to hone their skills by fully integrating theory and practice. Students identify, practise, adapt and incorporate theory at a level that provides optimum client service while acting as a change agent. The focus is on the cumulative knowledge and professional skills required for client engagement, intervention, team work, and community development that reflects the students’ readiness for frontline social service work.

Prerequisite(s): FAM1401 and FAM1403 and FAM1405 and FAM1406 and FAM1407 and FAM1417 and FAM1418 and FAM1419 and FAM1422 and FAM1424 and FAM1425 and FAM1426 and FAM1427 and FAM1430 and FAM1433 and FAM1434
Corerequisite(s): FAM1428

**FAM1401 Foundations of Social Welfare in Canada**

Over time, Canada's commitment to social welfare has shifted from largely charitable and voluntary activities to a much more complex system of legislation, policies, programs and services designed to foster the development of every Canadian. Students appreciate the complexity of Canada's welfare state by exploring its historic roots in English Poor Law, by examining the diverse and often competing values and needs that arise in a pluralist society and by considering how this diversity influences the structure and success of the country's social welfare systems.

Prerequisite(s): none
Corerequisite(s): none

**FAM1403 Human Development I**

Understanding how we develop from the pre-natal stage to adolescence is essential in understanding the needs of children and parents and success in resourcing clients. Students investigate the key concepts associated with the study of development. Students develop an understanding of a variety of theories and developmental concepts.

Prerequisite(s): none
Corerequisite(s): none

**FAM1405 Field Preparation**

The ability to understand one's professional roles and responsibilities in the workplace is foundational to field placement success. Students explore their own beliefs and values as they relate to professional relationships in social service work practice. Students identify current social issues and explore social service networks in the community.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434
Corerequisite(s): none

**FAM1406 Social Service Group Work**

Working in groups is part of many social service work settings. Making use of a simulated exercise, students have the opportunity to practice skills involved in the planning and facilitation of topic based support groups. Emphasis is placed on the co-leadership model, self-awareness and group process skills.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434
Corerequisite(s): none

**FAM1407 Ethics of Social Service Work**
Establishing effective client service in the community for social service workers is essential when facing a bewildering array of ethical and practice challenges. Student examine key codes of ethics, ethical issues, dilemmas and the decision-making processes when confronted with conflicting duties and choices within the context of professional social service work. Students gain necessary skills and knowledge needed to practise within an ethical framework.

Prerequisite(s): none
Corerequisite(s): none

**FAM1417 Human Development II**

Understanding how we develop from adolescence to the time of our death is essential in understanding the needs of clients and their families. Students investigate the key concepts associated with the study of development. Students develop an understanding of a variety of theories and developmental concepts and stages.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434
Corerequisite(s): none

**FAM1418 Community Organization**

Community Development emphasizes the worth of self-help, mutual support, the building up of community integration. It helps people develop the capacity to problem-solve, for self-representation, and the promotion of collective action to bring a community’s preferences to the attention of political decision makers. The theory and practice of community work are related to contemporary social action movements and local and national organizations. Students develop a basic understanding of community organization while undertaking a fundraising project.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434
Corerequisite(s): none

**FAM1419 Working with Diverse Communities**

Social service work is about change. It is also about working with diverse and often vulnerable populations to help create the conditions and opportunities for individual and community well-being to emerge. Working effectively with and for change requires a strong understanding of the extent to which culture and cultural diversity influences how we think, act and behave as a society and as a profession. Students explore the many facets of cultural diversity in Canada as a prerequisite to building a culturally grounded social service work practice that recognizes culture as a source of strength and resiliency for individuals and communities.

Prerequisite(s): none
Corerequisite(s): none

**FAM1422 Interviewing and Recording in Social Service Work**

Students are introduced to social work interview techniques used when working with clients. Students explore basic intervention methods, such as basic listening skills, verbal and non-verbal communication, use of open and closed questions, use of silence and confrontation strategies. The social work recording method is also explored.

Prerequisite(s): none
Corerequisite(s): none

**FAM1424 Crisis Intervention in Social Service Work Practice**

One’s ability to function in a professional manner in crisis situations is essential in the field of social service work. Students differentiate long-term counselling from crisis intervention and examine crisis related assessment techniques and intervention strategies to de-escalate and support those in crisis. Students explore the concept of professional burnout as it relates to crisis. Students practise Non-Violent Crisis Intervention techniques and qualify for an additional certification upon
successful completion.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434
Corerequisite(s): none

FAM1425 Legislation and Political Issues in Social Service Work

All social service work practice takes place within a broader context of international, federal and provincial legislation, policies and procedures. Access to affordable housing, for example, invariably relates to social housing policy. Social policy, in general, determines the quality of services available to individual Canadians. These policies are the product of diverse societal values, political ideologies and objectives. Students explore the legislative process in Canada and develop a hands-on understanding of the specific pieces of legislation that guide and protect social service workers and their clients.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434
Corerequisite(s): none

FAM1426 Abnormal Psychology

Mental health includes both the inner experience and interpersonal group experience. Focus is on the well-being of individual clients and their families. Students are introduced to the complexities of psychopathology and various models of mental illness, along with classification systems and their limitations. The main objectives are to demystify mental illness, and to provide strategies for working with this population. Exposure to current trends in service delivery, research and practice within a context of client empowerment and recovery are also explored. Societal attitudes, biases and barriers affecting the mentally ill are examined in relation to the role of social service workers.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434
Corerequisite(s): none

FAM1427 Theories of Intervention

Theory informs the social service worker’s (SSW) approach to meeting clients’ needs across a wide spectrum of circumstances. In order to facilitate intentional SSW practice, students explore various theoretical frameworks and techniques relevant to social service work settings. Using a simulated case-based approach, they are given the opportunity to integrate this knowledge into their field placement practice.

Prerequisite(s): none
Corerequisite(s): none

FAM1428 Placement Seminar

Professional development of social service worker students continues with the extension of the learning opportunities that integrate theory and practice. Students build on their ability to identify and practise skills. By exploring ways to adapt clinical, organizational and personal skills in a solution-focused manner students develop intervention strategies relevant to complex client situations. Students explore and solve ethical issues as they relate to the Code of Ethics and Standards of Practice for Social Service Workers.

Prerequisite(s): FAM1401 and FAM1403 and FAM1405 and FAM1406 and FAM1407 and FAM1417 and FAM1418 and FAM1419 and FAM1422 and FAM1424 and FAM1425 and FAM1426 and FAM1427 and FAM1430 and FAM1433 and FAM1434
Corerequisite(s): FAM1431

FAM1434 Addictions

Addictions affect people from all walks of life, in virtually all practice areas. Exploration of the major theoretical perspectives of addiction and alternative forms of recovery are reviewed in light
of current policies and clinical practices. Students learn the issues involved in dependency and how to work with clients who are using or misusing substances. Emphasis is placed on the student’s capacity to examine their own attitudes towards people who use substances, so that they can help without judgment.

Prerequisite(s): none
Corerequisite(s): none