WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION

COURSE TITLE: Administration of Human Services
COURSE NUMBER: AHS 6610

BLACKBOARD TECHNOLOGY WILL BE UTILIZED FOR THIS COURSE

I. RATIONALE:

Leading a human service agency is a complex task. Agency administrators face challenges including staffing and program financing, networking, partnering and contracting with private and public service providers and managing community and board relations. This course offers practical information and skills on these topics for students who seek to understand the role and responsibilities of an administrator of a human service agency.

II. INSTRUCTIONAL GOALS:

GOAL A:
The student will examine critical issues facing human service organizations

Learning Outcomes: The student will:

A-1 Evaluate leadership styles and competencies
A-2 Discuss the elements of and value in a strategic planning process
A-3 Develop a conceptual framework for formulating and implementing program design
A-4 Analyze problem-solving and decision-making techniques

GOAL B:
The student will develop skills to effectively staff a human service agency

Learning Outcomes: The student will:

B-1 Develop strategies for recruitment and selection of staff
B-2 Review the challenges of training, motivating and supporting staff
B-3 Recognize the value of diversity and ways to foster racial/ethnic, gender and age diversity among staff
B-4 Evaluate supervision styles
B-5 Assess staff performance appraisal methods

GOAL C:
The student will develop a working knowledge of the financial management aspects of a human service organization
Learning Outcomes: The student will:

C-1 Learn the budgeting process and the steps involved in developing agency-wide and program-specific budgets
C-2 Explain the use of the agency budget as a management tool
C-3 Explore approaches to resource development including annual fundraising, capital campaigns, and special events
C-4 Prepare an effective proposal

GOAL D:
The student will identify methods for effective interaction within and among human service agencies and their constituencies

Learning Outcomes: The student will:

D-1 Recognize the importance of networking and coalition-building
D-2 Discuss factors and structures involved in strategic alliances and collaborations
D-3 Explain the elements of effective legislative advocacy

GOAL E:
The student will distinguish governance from management of a human service organization

Learning Outcomes: The student will:

E-1 Discuss the relationship between the roles and responsibilities of the executive staff and the board of directors of an agency
E-2 Describe board structure and functions

GOAL F:
Use appropriate written and oral communication skills

Learning Outcomes: The student will:

F-1 Communicate information orally in a logical and grammatical manner.
F-2 Present written information using standard APA style.