

Native Education & Training College

101-147 McIntyre Street West North Bay ON P1B 2Y5

Website: www.nativetc.com – Toll Free: 1.800.267.2577

Program Title: Community Service Worker – Gerontology

Credential: Diploma

Delivery: In-Class

Program Length: 45 Weeks

Program Availability: Full-time

Program Description

Community Service Workers administer and implement a variety of social assistance programs and community services and assist clients to deal with personal and social problems. They are employed by social service and government agencies, mental health agencies, group homes, school boards, correctional facilities and other establishments.

NET College of Business, Healthcare, Human Services, and Technology offers a 45-week Community Services Worker diploma program for students who are dedicated to helping at-risk individuals, their families, and the community at large.

Students in the Community Service Worker Program will take part in three practicum sessions to apply their learning incorporating 1000 hours of theory and practical activities and 336 hours of practicum for a total of 1336 hours. Upon completion students are awarded the Community Service Worker Diploma.

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Courses

Introduction to Community Service Worker

Ethics & Professionalism in Clinical Practice for CSW

Introduction to Sociology & Diversity Fundamentals

Canadian Social Service System and Social Policy

The Essentials of Abnormal Psychology including Pharmacology (70 Hours)

Communication Part 1 (Interpersonal Communications)

Crisis Intervention Strategies

Basic Counselling and Interviewing Methods

Field Placement 1 – Field Placement Prep & Observation (1-day Mental Health and 1-day Gerontology)

Community Mental Health Assessment

Community Mental Health Case Management

Field Placement 2 – Supervised Practicum & Seminar Debrief (Mental Health Setting)

Gerontology Foundations & Life Span Development

Communications (Part 2) Strategies within a Multi-Disciplinary Team

Mental Health and Cognitive Aging

Activation and Programming for Older Adults

Group Methods including Gerontology

Contemporary Social Issues in Gerontology

Field Placement 3 – Supervised Practicum & Seminar Debrief – (Gerontology Setting)

CSW Professional Development

Your Career

Training as a Community Services Worker in North Bay is a career path to several potential jobs.

Professional titles include:

Aboriginal outreach worker

Addictions worker

Behavioral aide

Community development worker

Crisis intervention worker

Developmental service worker

Veterans Service Officer • Child and youth worker

Drop-in centre worker

Life skills instructor

Social services worker

Welfare and compensation officer

Women's shelter supervisor

Community Services Workers find employment opportunities in a variety of environments in the non-profit, private and government sectors. Potential work environments include:

Transition houses, Senior centres, Crisis centres

Employment counseling centres

Multicultural services

Mental health services

Community Centers

There is expected to be a sharp increase in demand for Community Services Workers in North Bay and across Ontario over the next few years. This is due, in large part, to our growing need for more wide-ranging services administered by well-trained professionals. While salaries vary depending on location and work environment, Community Services Workers earn on average \$41,089 a year in Ontario.

Admission Requirements

College Eligibility

Ontario Secondary School Diploma (OSSD) or equivalent; OR

Academic and Career Entrance (ACE) Certificate; OR

General Educational Development (GED); OR

Mature Student status (19 years of age or older and without a high school diploma at the start of the program).

Current Immunization

Canadian Police Information Centre (CPIC) Vulnerable Sector Screening

Call the Admissions Office at 1 (800) 267-2577 for more details. Academic prerequisites for this program may be obtained free of charge through Academic Upgrading.

Application Process

Program intake – Apply to this program by visiting our Registration page. If you are entering into this program as a mature student, please attach your resume when submitting your registration information online.

Fees & Expenses

Tuition Fees: \$11,900.00

Registration: \$100.00

Books: \$1,900.00

Optional Advanced Standing Fee: \$100.00

Total Fees without Optional Fees Utilized: \$13,900.00

Payment Plan Option: 10% Down \$1,390.00

11 Payments of: \$1,137.00

Course Descriptions

Semester 1

Introduction to Community Services Worker (45 Hours)

In this course students will be introduced to community service work and to the social work profession. It will explore the history of the profession as well as current trends. The course will also identify and examine current and emerging front-line issues within various populations and “communities in need”. The course will focus on areas of community social work where community service graduates are employed and provide opportunities for students to hear directly from front line professionals.

Ethics & Professional in Clinical Practical for CSW (45 Hours)

In this course, students will be introduced to the professional, ethical, and legal issues facing the Community Services Workers. A process for ethical decision-making will be explored and this process will be applied to a wide variety of complex professional dilemmas.

Introduction to Sociology and Diversity Fundamentals (45 Hours)

In this course students will learn that Sociology is the study of people and how they interact with each other and various social groups. Students will look at people's lives, their relationship to society, and how people are affected by the society in which they live. Emphasis will be on the dynamics of Canadian society and Canadian social problems. Students will also develop a better understanding of the concerns and issues of culturally diverse clients and their communities.

Canadian Social Service System and Social Policy (70 Hours)

In this course students will learn concepts that are the basis for CSW knowledge, attitude, and skills. Students explore health services in Ontario, values, beliefs, culture, relevant legislation, ethics, work environments, client-centered care, care plans, reporting and recording observations, scope of practice, delegation, and restorative care. The focus is on understanding the ethical and legal role of the CSW in the health-care team with an overview of the Canadian social welfare system. An array of current social issues will be addressed with an emphasis on the impact of relevant social policy along with the various roles of different professionals and the interplay of the social welfare and other related systems.

The Essentials of Abnormal Psychology (Including Pharmacology) (70 Hours)

In this course, students will be introduced to the field of mental health and the study of psychopathology. The course focuses upon the description, classification, evaluation, and treatment of mental health disorders. In addition, students will study the use of a classification system and evaluate the concept of "abnormality". Students will focus their additional learning on the topic of addictions including science/biology of drug use; the difference between physical addiction and psychological addiction; the psychology behind addiction.

Semester 2

Communication I – Interpersonal Communications (55 Hours)

In this course, students study how to present ideas clearly, concisely, and effectively. The course helps students perfect their oral skills so they can perform efficiently in both vocational and social situations. Human relations and interpersonal communications are stressed and include a component on dealing with clients and professionals in the work setting. Interpersonal skills are emphasized including active listening, questioning, team building, conflict resolution, and learning styles. This course prepares students for field placements and clinical experiences while contributing to employability.

Crisis Intervention Strategies (45 Hours)

This course examines crisis intervention theory and its application. The material builds on the student's general knowledge of counseling and related issues and focuses on concepts central to crisis work. By way of introduction, students learn to distinguish between long-term counseling and crisis intervention. Following this, crisis related assessment techniques and relevant intervention strategies are studied. Potentially violent situations common to Social Service agencies are explored and the concept of professional burnout as a crisis issue is covered in some detail. In conclusion, the course examines various dispositional crises, ranging from suicide to sexual assault.

Basic Counselling and Interviewing Methods (65 Hours)

In this course the student will be exposed to broad overview of counselling skills and theory that students can use to respond effectively and responsibly to client needs. Students will learn how to help clients make decisions about behavioral change. Additionally, this course will cover the importance of communication, how to understand and use the process of communication, and how to manage conflict. This course provides the students with an introduction to the basic theory and skills which are necessary for effective interviewing and counselling. A micro-skills approach to intentional counselling will be taken.

Field Placement 1 Preparation & Observation (46 Hours)

Practicum 1: This orientation will provide the student with the opportunity to observe CSW's working in mental health and gerontology settings. It will allow students exposure to individuals working in these fields and increase awareness of the roles and responsibilities of a community services worker. Learning Lab: 30 hours (Field Placement Preparation & Debrief of Observations) Students will learn about the roles and responsibilities of community service workers, the various agencies and organizations in which they are employed, and the placement opportunities available that will help facilitate progression towards their professional goals and aspirations. Students will be introduced to placement search techniques, field placement learning objectives, roles of agency supervisors, and college advisors and also complete the necessary forms and paperwork required for field placement as well as participate in the selection process for field placement."

Community Mental Health Assessment & Crisis Intervention Skills (55 Hours)

This course will allow students to acquire the practical knowledge and skills necessary to conduct mental health assessments. They will learn how to approach client assessments for different age groups. Explore relevant mental health legislation and diagnostic reference sources in order to provide a framework for the assessment process.

Semester 3

Community Mental Health Case Management (55 Hours)

In this course, student will build upon knowledge and skills gained in The Essentials of Abnormal Psychology and Community Mental Health Assessment and Crisis Intervention. In this course students will learn about the areas of psychiatric disability both as a primary diagnosis and as a secondary diagnosis in the cases of those with a physical disability. Students become familiar with characteristics of psychiatric disability and the general management of the more common disorders. The role of the assistant is examined, with emphasis on the client-centered rehabilitation approach. Students also have exposure to methods of service provision in mental health practice. The Mental Health System is described, and related issues are explored, giving a broad perspective on mental health/illness.

Field Placement: Supervised Practicum and Seminar Debrief (Mental Health Setting) (180 Hours)

Practicum 2: This orientation in a mental health setting will provide the student with the opportunity to integrate Community Services Worker theory and techniques into practice with field placements. Students will interact with people with mental health issues, gain experience in working in the mental health services field and increase awareness of the roles and responsibilities of a community services worker in this area. It will focus on a meaningful interaction with people who have mental health issues and the development of strategies that will facilitate a good quality of life. The mental health environment will provide the student with an opportunity to observe and practice the competencies that are required in the role of a Community Support Worker.

Gerontology Foundations & Life Span Development (50 Hours)

This course will allow students to gain an overview of the normal aging processes including the physical, cognitive, sensory, communication and psychological needs of older adults. Common pathological problems along with specialized needs in aging are highlighted. Knowledge of community resources and understanding the role of the service provider in promoting health and wellbeing among older adults are discussed.

Communication II: Strategies within a Multi-Disciplinary Team (55 Hours)

In this course students will build on the skills and techniques learned in Interpersonal Communication Skills to develop communication skills necessary to function appropriately and professionally in the field as accurate recorders and as advocates. Students use available technology to research and prepare reports and presentations, both individually and collaboratively. The course will provide the opportunity for students to develop greater understanding of the dynamics of communication within the development of professional relationships. The course covers the theory and practice necessary for the planning and presentation of short, workplace-related reports, formal reports, and proposals.

Mental Health and Cognitive Aging (45 Hours)

In this course, will build on skills and knowledge gained in The Essentials of Abnormal Psychology as well as Gerontology Foundations and Life Span Development. In this course the student will explore the changing face of mental health care in Canada and the evolution of care for those who suffer with cognitive impairment. The student will learn about challenges experienced by individuals and their families who are coping with cognitive impairments such as delirium, dementia and delusions and selected mental health challenges such as depression, suicide ideation, bipolar disorder, anxiety, obsessive-compulsive-disorders, schizophrenia and substance abuse. The student will explore strategies for communicating with and caring for individuals with these health issues using different models of care to manage the challenging behaviors in a safe and respectful way. Additionally, the student will become familiar with individual and community resources available to support the families and caregivers of those coping with cognitive impairment and/or mental health issues.

Semester 4

Activation and Programming for Older Adults (65 Hours)

This course will build upon foundations skills and knowledge gained in Gerontology Foundations & Life Span Development and Mental Health & Cognitive aging. In this course you will learn that maintaining an active lifestyle as we age is an essential component in enhancing our quality of life. With a goal of maintaining overall wellness, the importance of the role of activation professionals will continue to grow as the Canadian baby boomer population increases. In this course you will learn to apply a holistic activation approach in programming of care and services, which incorporates knowledge of the various physical, mental and social effects of the normal aging process, which is designed to maintain overall wellness.

Group Methods including Gerontology (65 Hours)

This course will build upon skills and knowledge gained in Social Services – Family and Group Dynamics, Interpersonal Communication, Basic Counselling and Interviewing Methods and Community Mental Health Case Management. In this course students will develop skills in the application of group work required for community service work practice. Students examine important aspects of group work, including organization of groups, group leadership, stages of group process, and group interventions. Students also learn how to develop a group program geared to the needs of their group participants. Student group simulation and participation in small groups provide opportunities to practice techniques and develop skills in facilitation.

Contemporary Social Issues in Gerontology (60 Hours)

This course will build upon skills and knowledge gained in Ethics & Professionals in Clinical Practice, Introduction to Sociology and Diversity Fundamentals, and Canadian Social Service System and Social Policy. In this course students explore selected current topics of interest and relevance to Community Service Worker – Gerontology professionals. Students will learn evidence-based strategies for working with older adults and their caregivers in a variety of settings. Topics will vary depending upon current trends in the field. Student learning is supported through lectures, in-class experiential exercises/simulations and videos. This course will also introduce students to the helping process. Students will understand the concepts, theories and research that exist around interpersonal dynamics. Listening skills, non-verbal communication, self-awareness, and issues of confidentiality will be covered. Students will become aware of and gain practice in various types of helping and will appreciate the value of helping.

Field Placement 3: Supervised Practicum & Seminar Debrief (Gerontology Setting) (180 Hours)

Practicum 3: Long Term or Addictions Setting – 160 Hours – This orientation in a mental health setting will provide the student with the opportunity to integrate Community Services Worker theory and techniques into practice with field placements. Students will interact with people, gain experience in a Gerontology setting and increase awareness of the roles and responsibilities of a community services worker in this area. It will focus on a meaningful interaction with people in a long-term care setting and the development of strategies that will facilitate a good quality of life. The long-term care environment will provide the student with an opportunity to observe and practice the competencies that are required in the role of a Community Support Worker.

Community Service Worker Professional Development (55 Hours)

This course will support the student in understanding the importance of taking care of oneself in order to be the most effective care giver to others. Students will examine their own social, emotional, mental, and physical health and wellness. The topics discussed will include stress management, nutrition exercise, personal physical care, addictions, mental and emotional stresses, and social supports. Students will have an opportunity to develop a wellness plan in order to be optimally prepared to move forward in the helping professions.

Every attempt is made to ensure the accuracy of information provided on our website. The College reserves the right to modify any course, program, curriculum, fee, timetable, or campus location at any time.

Register for this course: <https://nativetc.com/website/education/registration/>