



# 50 Weeks/1120 Hours

## Course details



# COMMUNITY SERVICE WORKER



STUDENT SUPPORT COMMUNITY



## Employment opportunities and salary

- ✓ Aboriginal outreach worker
- ✓ Addiction's worker
- ✓ Child and youth worker
- ✓ Community development worker
- ✓ Community service worker
- ✓ Welfare and compensation officer

**C\$19,03/ hour**  
 Avg. Base Hourly  
 Rate (CAD)  
 Source: [jobbank.gc.ca](http://jobbank.gc.ca)  
 And [payscale.com](http://payscale.com)

**C\$42,223 year**  
 Avg. Base Hourly  
 Rate (CAD)

- ✓ Crisis intervention worker
- ✓ Developmental service worker
- ✓ Drop-in center worker
- ✓ Family service worker
- ✓ Group home worker
- ✓ Veteran services officer
- ✓ Women's shelter supervisor

## HEALTHCARE FACULTY

- ✓ Income maintenance officer – social service
- ✓ Life skills instructor
- ✓ Mental health worker
- ✓ Rehabilitation worker - social services
- ✓ Social services worker
- ✓ Youth worker

**NOC codes:** 

•Community Service Worker: 4212



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## COMMUNITY SERVICE WORKER



### Program Summary

In the Community Services Work Diploma program, you will benefit from both classroom education and practical training in order to develop the skill set needed to perform individual case management, assessments, referrals, and programming development. By the end of your program, you will be able to confidently ideate, implement, and oversee a variety of social programming, catering to a diverse community of individuals to create lasting and positive impact.



### Learning Focus

- Essential Skills
- Microsoft Windows
- Communication Essentials
- Employment Achievement Strategies
- Basic Business Communications
- Harm Reduction and Crisis Intervention
- Introduction to Sociology
- Mental Health & Addiction
- Populations at Risk
- Support Resources
- Law of Support Workers
- Human Sexuality
- Placement

- Self-Care and Team Building
- Basic Counselling Techniques
- Solution Focused Intervention Techniques
- Family Development and Functions
- Introduction to Psychology
- Professional Documentation & Case Management
- Advanced Counselling Techniques
- Behavior Modification
- Introduction to Social Welfare
- Conflict Resolution Strategies
- Group Formation and Development



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### What do community service worker do?

The community support worker holds a medical position in which the worker is responsible creating a pleasant, active environment for people with disabilities in day programs and group homes. They encourage participation in these programs, which are meant assist clients in the development of physical, emotional, and social skills intended to promote well-being, independence, and self-confidence. They also follow up with people already in the program to assess their progress, and they may also help develop initiatives to address concerns within the community, especially related to housing, health, and employment.

# COMMUNITY SERVICE WORKER



## Essential Skills

In this module, the student will develop basic keyboarding skills, learn to set, evaluate and achieve realistic personal goals, discover how to work effectively both independently and in groups..

Hours

20

## Microsoft Windows

This module will allow the students to learn the basic windows features, use programs, organize files and folders, working with views and toolbars, use multiple windows, the desktop and the control panel.

40

## Communication Essentials

The CSW students will learn both verbal and non-verbal communication functions, self- awareness and self-disclosure, while being introduced to the major concepts of communication theory.

20

## Employment Achievement Strategies

The students will focus on resume writing skills, marketing yourself and writing cover letters. The students will learn the various stages of interviews and feedback.

20

## Basic Business Communications

The CSW requires proper documentation and writing skills and therefore the students in this model will learn to document case management, clinical case management and assertive case managements.

20

## Harm Reduction and Crisis Intervention

Students will explore alternative approaches to clients in crisis.

20

## Introduction to Sociology

The students will understand the impact of culture, social structure, economy and politics, marriage and family, economics, education, social inequality and social classes and dynamics and acquire greater understanding of social change and theories..

60

## Mental Health & Addiction

The students in this module will be introduced to mental health disorders, substance addictions, behavioral addictions, introduction to various disorders and social disorders.

60

## Populations at Risk

This module explores the types and levels of risks, trends and theories in high risk populations, social justice theory, and risk group interventions.

40

## Support Resources

An examination of local community-based support resources frequently utilized in the field.

20



## Self-Care and Team Building

It is essential that the Community Service Workers possess self-understanding, are aware of stress situations, symptoms, methods of treatment, impact on individuals and relationships, understand theories of teamwork and process of resolving conflict situations within groups.

Hours

40

## Basic Counselling Techniques

An introduction to the theories and techniques of counseling, including the impact of personality on counseling skills.

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## Solution Focused Intervention Techniques

This module will explore the various problem-solving paradigms, stages of both problem and solution-based paradigms. The students will acquire the skills of solution-based counselling and a special focus on children.

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## Family Development and Functions

Understanding models and functions of families is very critical to the learning of the CSW students. This module will further elaborate on the developmental process of the various Family models and their social issues.

40

## Introduction to Psychology

A survey course of all the major content areas of Psychology including the biology of the brain, consciousness, sensation, and perception; learning and memory; intelligence, thought, and creativity and motivation.

60

## Professional Documentation & Case Management

Introduction to basic standard forms advanced counselling techniques of community-based employment including intake forms, incident forms, case forms and client files.

20

## Advanced Counselling Techniques

A continuation of counseling with a focus on the theories and techniques used to facilitate client's behavior change, enhance the client's coping skills, promote client's decision-making process and facilitate client potential and development.

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## Behavior Modification

This module will allow the students to acquire knowledge on defining human behaviors, characteristics of behavior modifications; will be introduced to mental illness, clinical psychology, rehabilitation, developmental disabilities, prevention and community psychology.

40

## Introduction to Social Welfare

An in depth study of the development and applications of social programs and support services in Ontario, with a specific focus on the social welfare programs offered in local counties.

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## Conflict Resolution Strategies

Introduction to the nature of conflict and the methods to resolve conflict with an emphasis on collaborative problem solving and mediation.

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### Group Formation and Development

An overview of the development of group counselling with focus on the developmental stages of group formation.

Hours

40

### Human Sexuality

This module will enable students to acquire knowledge of the natural history of gender and reproduction, sexualities in multiple cultures, same sex sexualities and multiple genders, inter-sexed individuals and transsexuals. .

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### Placement

The purpose of the placement is to assist the Community Service Worker students to develop the necessary self awareness, knowledge of communities, systems and human behavior, skills and problem solving capacities

360

### Law of Support Workers

This course will introduce students to rights, obligations and liabilities of agency, support worker and client. The Canadian criminal act, the evidence act, etc., will be discussed in class.

20

### Contact us

<https://compu.tek.edu/>  
**(416) 321-9911**

