

Community Service Worker

Diploma

Program Introduction

With the aging population, the tremendous advancements in technology, and our demand for the best quality of life, the healthcare industry is facing a growing shortage of well-trained personnel.

Throughout the North American healthcare industry, there is an acute need to increase the size of the workforce and raise the skill level of that workforce.

A well-trained Community Service Worker (CSW) is equipped with a flexible, adaptable career. Social and community service workers administer and implement a variety of social assistance programs and community services. They assist clients to address personal and social problems. They are employed by social service and government agencies, mental health agencies, group homes, shelters, substance abuse centres, school boards, correctional facilities, and other establishments.

Program Objectives

This program provides students with the basic knowledge, skills, and work experience needed to become permanently employable in a CSW setting. Skill development is delivered in three areas:

- Comprehensive community service worker knowledge, including psychology, sociology, family life, mental health, addictions, criminology, at-risk populations, case management, counselling, ethics, business communication, report writing, and government and social services
- Full range of computer and office skills, including current software applications, keyboarding skills, and personal and professional development
- On-site work experience through participation in a 160-hour placement at an approved CSW facility

Program Notes

Financial assistance may be available to qualified students

Students must achieve a minimum program mark of 75% to obtain a diploma, as well as the successful completion of a 160-hour placement.

Of Interest To

This program is of interest to individuals with a strong desire to work as an integral part of a CSW team who also:

- Enjoy performing a variety of responsibilities in a caring, gracious, and professional manner
- Place a high value on confidentiality, discretion, support, and detachment
- Have a keen interest in attaining knowledge in the Community Services and Social Worker field
- Demonstrate a strong personal and professional commitment to achieving excellence in a CSW capacity

Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Online training supported by Academy of Learning College or online instructors
- CSW courses are supported by Academy of Learning College instructors if delivered in an Instructor-led mode
- Placement

Career Opportunities

Graduates of this program are qualified to work in a wide variety of CSW settings and occupations. Job titles vary per location, but graduates are an integral part of many settings, including:

- Healthcare and social assistance
- Nursing and residential care facilities
- Youth centres
- Individual and family services
- Youth protection services
- Public administration
- Civic and social organizations
- Grant-making organizations
- Out-patient care centres
- Vocational rehabilitation services
- Educational services
- Hospitals
- Community food and housing
- Emergency relief services

Admission Requirements

- Clear Criminal Record Check with Vulnerable Sector Check
- 19 years of age or older (varies, depending on province-specific ministry requirements)
- Grade 12 or equivalent, or Mature Student Status with successful completion of required test
- Completion of Wonderlic SLE admission test with minimum score of 18
- Adequate level of physical health to be able to fulfill job requirements
- Other medical tests (e.g., TB Test) or proof of vaccinations (e.g., Hepatitis B) may be required by industry prior to placement
- Good command of the English language – both written and oral
- Completion of standard registration form

Program Breakdown

CORE COURSES

Part A: Computer and Business Office Skills

- Introduction to Keyboarding
- Keyboard Skill Building Level 1
- Microsoft Windows Level 1
- Microsoft Word – Level 1
- Microsoft Excel – Level 1
- Microsoft Access – Level 1
- Microsoft Outlook – Level 1
- Strategies for Success
- Job Search and Résumé Writing

Part B: CSW Administrative/Clinical

- Psychology Fundamentals
- Sociology and Family Life in Canada
- Introduction to Mental Health and Addictions
- Life-Span Development
- Criminology and At-Risk Populations
- Case Management, Counselling, and Ethics
- Business Communication and Report Writing
- Government and Social Services

Part C: Work Experience

- Placement