

HUMAN SERVICES: MANAGEMENT CERTIFICATE

Program code: HSMG-CC-HS

Location: Asnuntuck, Capital, Middlesex

Program Description

The Human Services Management certificate is designed to provide education and training for individuals seeking entry level employment in various human service settings. Human services include a broad field and students learn in courses which areas they would like to focus on for their careers. It is also designed to provide a basis for those who choose to continue their education in community services, early intervention and prevention, gerontology, mental health, home visitation, educational programming, addiction counseling, advocacy, social justice, and other related fields.

This career certificate is designed to prepare students for diverse employment opportunities and competent performance in a variety of entry-level positions in management or human resources. Instruction is cross-disciplinary and designed for transferability for those wishing to continue their studies. Emphasis is on application of skills. This certificate is interdisciplinary in nature and embraces an integrated and holistic educational approach. Students may be required to complete a background check, drug screening, and proof of health (e.g., vaccinations) for field work. Field work may be required which may include travel at the student's expense, coordination, and planning.

Learning Outcomes

1. Students will demonstrate basic knowledge of, and an understanding of the core management functions such as planning, organizing, leading, and controlling.
2. Examine the theoretical and practical understanding and management of service delivery/Examine and demonstrate a thorough understanding of theories such as management and behavioral and be able to apply that theory to real-world situations.
3. Identify the needs and strengths inherent in individuals, families, and communities, and work to develop program services that address needs.
4. Practice management skills, including effective communication, human relations, teamwork, and negotiation skills.
5. Identify best practices (techniques and strategies) for creating work environments that foster corporate social responsibility, sustainability, and long-term growth.
6. Examine current laws applicable to human service and business operations such as hiring and training personnel.
7. Identify ethical and legal expectations, and current challenges/issues.
8. Examine the theoretical and practical understanding and management of service delivery.
9. Analyzing complex managerial and organizational situations, considering the larger context, strategy, policy, ethics, and justice.
10. Describe skills needed to work with, supervise, train, mentor, and motivate employees.
11. Utilize human services, knowledge, skills, and resources to enhance career prospects and performance.

Certificate Requirements

Code	Title	Credits
Required Courses		
Choose one of the following:		3
BMGT 2100	Organizational Behavior	
PSY 2047	Industrial and Organizational Behavior	
BMGT 2200	Human Resource Management	
BMGT 2020	Principles of Management	3
HSER 2600	Supervision and Management in Human Services	3
BUSN 2100 or BMGT 2040	Business Communication Managerial Communications	3
ENG 1010	Composition	3
HSER 1001	Introduction to Human Services	3
HSER 2441	Human Services Agencies and Organizations	3
SOC 1001 or PSY 1011	Principles of Sociology General Psychology I	3
PSY 2053 or SOC 2020	Multicultural Psychology Racial and Ethnic Diversity	3
Total Credits		27

- Human Services, AS
- Human Services: Behavioral Healthcare Specialist Certificate
- Human Services: Gerontology Certificate
- Human Services: Mental Health Certificate

Related CSCU Transfer Ticket Program

- Human Services: Social Work Studies - CSCU Transfer Degree, AA