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Introduction to Human Services

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Researching a Community Based Agency

The field of Human Services is broadly defined, exclusively approaching the purpose of meeting human needs. A human service professional focuses on prevention as well as solving problems. They also are maintaining a pledge to improving the overall quality of life of people by promoting human growth and change, social justice, and recognizing and utilizing peoples' strengths and abilities. The Human Services profession also promotes improving quality of direct services, by providing convenience, liability, and organization among the population being served, other professionals and agencies in service delivery. (National Organization for Human Services, 2009)

Many human services are provided with in an approved agency or organization. These agency or organization proved many services to people to help individuals be more self-sufficient. I will be evaluating an approved local community based organization. The organization, I will be using for my interviewing is Kennedy Child Study Center, Located in Manhattan 151 East 67th Street New York. The person I will be interviewing, to help me have a better understanding into my future as a human service professional, is a entry level social worker from Kennedy Child Study Center that I will refer to in this paper as Ms. L.

“A mission statement may identify the sources of funding, population served, the broad goals of the agency, the structure of the agency and the value that influence decision making, and agency priorities” ( Lewis, Lewis, Parckard, & Souflee,2006), (McClam & Woodside, 2009 p227). The Kennedy Child Study Center state the fallowing in their mission statement.

The Kennedy Child Study Center is a nonprofit agency that receives grants towards funding and government assistance through Medicaid. This organization is dedicated to assisting very young children who experience mental and physical difficulties in learning and other areas of early childhood development. They accomplish this through a coordinated system of evaluation and diagnosis. They provide a verity of therapy, in specialized preschool education and in partnership with families. “Additionally, Kennedy Child Study Center provides direct services and supports to parents and other caregivers as they seek to provide a structured family lifestyle in which these children can thrive” (The Kennedy Child Study Center 2010). With trained professionals from a variety of educated backgrounds, for working in the area of developmental disabilities. They are also developing new service programs and facilities, to encourage positive public approaches that will benefit young children with disabilities. The structure of Kennedy Child Study Center is executive director, chief operating officer, assistant executive director, administrator of clinic and social services, family support coordinator which is Ms. L job and teachers.

Job description defines job qualification the duties and job responsibilities of professional staff, and the realities of the day-to-day work of a human service professional.

Ms. L job title at Kennedy Child Study is family support coordinator also know as an entry level social worker. Her recipients of services are mainly with children. Ms. L, job qualifications are a bachelor degree in social work, but she also attends a training programs called (OPWDD) Office for People with Developmental Disabilities. She explained to me the training helps her learn about new services available for children with disabilities and the new discoveries in certain disabilities, like autism and how to handle certain cases she may face. Ms. L believes we have so much more to learn than what we mealy experience.

### Ms. L typical day to day job includes the fallowing. During the morning as children are arriving to school, she checks school buses for the classes she has responsibility over, to make sure all children are off the bus and safe. She follows up with parents and teachers about service in the school that they would like for a child. Some of the services that Kennedy Child Center provides are occupational therapy, behavioral management therapy and speech therapy plus many more. She then observes the child that parents or teacher required services for. Ms. L makes her assessment of the child and writes a social report and looks for service to fit the child needs. When debating on a referral she discusses her assessments with her colleagues and services that she feels are suitable for the child, they finally choose a main service and act on it. She also does frequent follow up to check on progress. Ms. L explained to me that she is like the middle man that she listens to the parents or teachers wants or needs for the child, and looks for services that are an excellent fit for the child based on her assessment.

Ms. L job responsibility of professional staff are the following she register potential children for the program, intake forms. She makes referrals for child to receive psychological, psychosocial evaluations to determine the need for a specialized school placement. Any form of abuse or neglect she document all occurrences and report the incident to Child Abuse Central Registry. If there is an attendance issue she follows up with the parents. Ms. L makes referrals to after-school programs, family counseling. She writes social history reports yearly. Social history reports include changes that have occurred in the home, death in the family, divorce, birth of a sibling. Ms. L also attends team meetings in the school to follow up on the progress of the child academically.

Motivation is interest or commitment that makes somebody want to do something. Ms. L explained her motivation for her job is helping educate the family members of the disable children that she works with. She does the following by educating family members on getting access to the services they are entitled to, which will improve the lives of the child and family members.

Some trends that Ms. L has experienced in her field of social work over the years are a lot of cases, where children have physical or mental disabilities but mainly she serves children that have autism. The main services that she provides for them are occupational, physical, speech and behavioral therapy. The main demographic that she works with are a wide variety of children boys and girls from different culture and that have different disabilities, but there ages range from four to five years old.

The skills that are needed for her job are good listening skills, being non-judgmental, knowledgeable about the services the organization provides and must be able to write a report. Sometimes having these skills create a challenge says Ms. L. One of the main challenges she faces is not being judgmental towards the children parents that she works with. One case she told me where she had to keep her self- composer. Was when a child’s father beat the child’s mother putting her in the ICU in the hospital and the father later on in the day got arrested. The child had no relatives to pick him up from school. Ms. L had to call the police to file a report that the child’s parents or relatives did not pick him or her up from school. Then she had to contact (ACS) Administration of Children’s’ Services that took the child to a foster home. It was difficult for her to see this happen to an innocent child.

Ms .L has truly open my eyes to the different aspects of human service, it take dedication and patients. But the most important piece that I have learned from her is that her job is not merely helping but motivating individuals to make a change in their life for the better.

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