

Area of Interest: Community and Social Services

Social Service Worker (Intensive)

Ontario College Diploma

Program Code: 0432Z05FWO

42 Weeks

Ottawa Campus

Our Program

Pursue a fulfilling career working on the frontline of social services.

The Social Service Worker (Intensive) program, comprised of three terms, is an accelerated model of the two-year Social Service Worker program. This program is available for students who have completed prior post-secondary education in a related field (six courses in psychology, anthropology, and/or sociology).

Through theory and practical experiences, the program prepares you to support a wide range of client groups and communities who are in the process of change or growth, including those impacted by issues such as:

- loss and separation
- family crisis
- poverty
- violence
- homelessness
- addiction
- disability
- unemployment
- oppression
- resettlement issues

As a student, you complete one field placement experience totaling more than 350 hours. You identify, practice and incorporate theoretical knowledge at a level that provides top client service. As well, you strengthen the bond between yourself and the community by participating in various applied research projects and direct practice opportunities. With these opportunities, you are ready to work on the front line of social services.

Graduates may secure employment as Social Service Workers in provincial, municipal and private social service agencies including:

- drop-in centres
- employment services
- addiction and mental health services
- schools and youth services
- community health and resource centres
- shelters

- residential treatment programs

SUCCESS FACTORS

This program is well-suited for students who:

- Have effective interpersonal skills.
- Are committed to addressing social issues, such as poverty, homelessness, oppression and human rights.
- Understand the importance of effective communication with clients and community partners.
- Are team-oriented and enjoy working with others.
- Deal effectively with stressful situations.
- Have resolved personal issue and challenges.

Employment

The program prepares you for your career by providing you with the opportunity to apply for professional accreditation in the field of social services. Upon graduating, you must register as a Social Service Worker through the Ontario College of Social Workers and Social Service Workers in order to be recognized as such.

You may find work in:

- drop-in centres
- employment services
- addiction and mental health services
- schools and youth services
- community health and resource centres
- shelters
- residential treatment programs

Learning Outcomes

The graduate has reliably demonstrated the ability to:

- Develop respectful and collaborative professional and interpersonal relationships that adhere to professional, legal, and ethical standards aligned to social service work.
- Record information accurately and communicate effectively in written, digital, verbal and non-verbal ways, in adherence to privacy and freedom of information legislation, in accordance with professional and workplace standards.
- Integrate a practice framework within a service delivery continuum, addressing the needs of individuals, families and communities at micro, mezzo, macro and global levels, and work with them in achieving their goals.
- Plan and implement accessible and responsive programs and services, recognizing the diverse needs and experiences of individuals, groups, families and communities, and meeting these needs.
- Examine current social policy, relevant legislation, and political, social, historical, and/or economic systems and their impacts for individuals and communities when delivering services to the user/client.
- Develop strategies and approaches that support individual clients, groups, families and communities in building the capacity for self-advocacy, while affirming their dignity and self-

- Develop strategies and approaches that support individual clients, groups, families and communities in building the capacity for self-advocacy, while affirming their dignity and self-worth.
- Work from an anti-oppressive, strengths-based practice, recognizing the capacity for resilience and growth of individuals and communities when responding to the diverse needs of marginalized or vulnerable populations to act as allies and advocates.
- Develop strategies and approaches to implement and maintain holistic self-care as a member of a human service profession.
- Work with individuals, groups, families and their communities to ensure that service provider strategies promote social and economic justice, and challenge patterns of oppression, discrimination and harassment, and sexual violence with clients, coworkers and communities.
- Develop the capacity to work with the Indigenous individual, families, groups and communities while respecting their inherent rights to self-determine, and to identify and address systemic barriers that produce ill-effects, developing appropriate responses using approaches such as trauma informed care practice.
- Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

Program of Study

Level: 01	Courses	Hours
FAM1401	Foundations of Social Welfare in Canada	42.0
FAM1403	Human Development I	28.0
FAM1407	Ethics of Social Service Work	28.0
FAM1422	Interviewing and Recording in Social Service Work	42.0
FAM1427	Theories of Intervention	42.0
FAM1434	Addictions	42.0
FAM1435	Working with Families	28.0
Level: 02	Courses	Hours
FAM1405	Preparation for Field	28.0
FAM1406	Group Work	28.0
FAM1417	Human Development II	28.0
FAM1418	Community Development	42.0
FAM1424	Crisis Intervention in Social Service Work Practice	42.0
FAM1425	Legislation and Political Issues in Social Service Work	42.0
FAM1426	Mental Health	42.0
Level: 03	Courses	Hours
FAM0065	Field Placement	364.0
FAM1428	Placement Seminar	21.0

Fees for the 2023/2024 Academic Year

Tuition and related ancillary fees for this program can be viewed by using the Tuition and Fees Estimator tool at <https://www.algonquincollege.com/fee-estimator>.

Further information on fees can be found by visiting the Registrar's Office website at <https://www.algonquincollege.com/ro>.

Fees are subject to change.

Additional program related expenses include:

- Books and supplies cost approximately \$1,400 for the program duration and can be purchased from the campus store. For more information visit <https://www.algonquincollege.com/coursematerials>.
- Additional expenses related to verification for field placement requirements. ParaMed clearance, police records check and health immunizations and first aid are the responsibility of the student. The ParaMed documentation clearance fee is approximately \$60 and set by ParaMed a third-party provider.

Admission Requirements for the 2024/2025 Academic Year

Program Eligibility

- Ontario College Diploma, Ontario College Advanced Diploma or Degree or equivalent in Social Services.
- Applicants with international transcripts must provide proof of the subject-specific requirements noted above and may be required to provide proof of language proficiency. Domestic applicants with international transcripts must be evaluated through the International Credential Assessment Service of Canada (ICAS) or World Education Services (WES).
- IELTS-International English Language Testing Service (Academic) Overall band of 6.5 with a minimum of 6.0 in each band; **OR** TOEFL-Internet-based (iBT)-overall 88, with a minimum of 22 in each component: Reading 22; Listening 22; Speaking 22; Writing 22; **OR** Duolingo English Test (DET) Overall 120, minimum of 120 in Literacy and no score below 105.

Health Requirements:

The physical and emotional health of each applicant to the program must be such that he or she can successfully cope with the program of instruction including the demands of field placement (e.g. stress and time management). Individuals who have concerns about their ability to meet these requirements should contact the coordinator of the program prior to submitting an application.

Police Records Check Documentation:

Though not an admission requirement, applicants must note important information listed below regarding Police Records Check program requirements.

Students must provide the College with a current Police Records Check for Service with the Vulnerable Sector (PRCSVS) prior to the deadline identified by the department and students are responsible for any associated costs. If this documentation is not submitted on time, students may not be placed and registration in the program will be jeopardized. If you register in the program without a clear PRCSVS and as a result are unable to participate in placement, you will not be able to graduate and will be asked to withdraw.

Field Placement Eligibility:

To be eligible for placement, you must submit proof of PRVCS, and complete immunizations through ParaMed. ParaMed services are the third-party provider who collects all field placement documentation for the Community Studies department.

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Application Information**SOCIAL SERVICE WORKER (INTENSIVE)****Program Code 0432Z05FWO**

Applications to full-time day programs must be submitted with official transcripts showing completion of the academic admission requirements through:

ontariocolleges.ca
60 Corporate Court
Guelph, Ontario N1G 5J3
1-888-892-2228

Students currently enrolled in an Ontario secondary school should notify their Guidance Office prior to their online application at <http://www.ontariocolleges.ca/>.

Applications for Fall Term and Winter Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as places are available.

International applicants please visit this link for application process information:
<https://algonquincollege.force.com/myACint/>.

For further information on the admissions process, contact:

Registrar's Office
Algonquin College
1385 Woodroffe Ave
Ottawa, ON K2G 1V8
Telephone: 613-727-0002
Toll-free: 1-800-565-4723
TTY: 613-727-7766
Fax: 613-727-7632

Contact: <https://www.algonquincollege.com/ro>

Additional Information

The Social Service Worker Intensive program consists of courses that are delivered in a variety of formats including face-to-face in a classroom, hybrid (combination of classroom and online learning) and online courses. Students participate in all three types of learning. Students also participate in field placement learning activities. Class schedules vary from term to term and courses may be scheduled between the hours of 8 a.m. and 10 p.m. Monday through Thursday and 8 a.m. and 6 p.m. Friday. There is no flexibility in the assigned timetable. There is a significant workload in the program and students need to be prepared to make a full-time commitment to their studies and field placement in order to be successful.

Students may apply for transfer of academic credits from Algonquin College (internal transfer) or from other institutions (external transfer). College Policies AA09 and AA10 apply to transfer of credits. For more information visit: <https://www.algonquincollege.com/directives>.

Students may apply for credit by challenging courses using Prior Learning Assessment and Recognition (PLAR). College Policy AA06 applies to PLAR. Students pay a fee for each course they wish to be exempt from and, through either a portfolio or challenge examination, a PLAR may lead to the acceptance of work and life experience in lieu of taking certain courses. For more information visit: <https://www.algonquincollege.com/col/plar.html>. **Please note:** We do not PLAR any of our placements.

Social Service Worker is a registered professional title which may only be used by members in good standing of the Ontario College of Social Workers and Social Service Workers (OCSWSSW). This relates to Ontario legislation called The Social Work and Social Service Worker Act. Graduates of the Social Service Worker Intensive program are required by law to join the OCSWSSW after graduation in order to use this professional title. The OCSWSSW grants or denies membership. For more information see: <http://www.ocswssw.org/>.

Contact Information

Program Coordinator(s)

- Scott Fewer, <mailto:fewers@algonquincollege.com>, 613-727-4723, ext. 3242

Course Descriptions

FAM0065 Field Placement

Students are provided an opportunity to hone their skills by fully integrating theory and practice. Students identify, practise, adapt and incorporate theory at a level that provides optimum client service while acting as a change agent. The focus is on the cumulative knowledge and professional skills required for client engagement, intervention, team work, and community development that reflects the students' readiness for frontline social service work.

Prerequisite(s): FAM1401 and FAM1403 and FAM1405 and FAM1406 and FAM1407 and FAM1417 and FAM1418 and FAM1419 and FAM1422 and FAM1424 and FAM1425 and FAM1426 and FAM1427 and FAM1430 and FAM1433 and FAM1434
Corerequisite(s): FAM1428

FAM1401 Foundations of Social Welfare in Canada

Students study the historical progress of the social welfare system in Canada. In addition, the fundamentals of inequity, poverty, homelessness, violence, oppression and discrimination are introduced in both historical and current delivery services. Students examine their own values and practices to develop their knowledge and to critically analyze current social welfare practices.

Prerequisite(s): none
Corerequisite(s): none

FAM1403 Human Development I

Understanding how we develop from the pre-natal stage to adolescence is essential in

understanding the needs of children and parents and success in resourcing clients. Students investigate the key concepts associated with the study of development. Students develop an understanding of a variety of theories and developmental concepts.

Prerequisite(s): none

Corerequisite(s):none

FAM1405 Preparation for Field

The ability to understand one's professional roles and responsibilities in the workplace is foundational to success. Students explore their own beliefs and values as they relate to professional relationships and ethical principles in social service work practice. Students identify current social issues and research social networks that support meeting the diverse needs of the community.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434

Corerequisite(s):none

FAM1406 Group Work

Working in groups is part of many social service work settings. Making use of a simulated exercise, students have the opportunity to practice skills involved in the planning and facilitation of topic based support groups. Emphasis is placed on the co-leadership model, self-awareness and group process skills.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434

Corerequisite(s):none

FAM1407 Ethics of Social Service Work

Establishing effective client service in the community for social service workers is essential when facing a bewildering array of ethical and practice challenges. Student examine key codes of ethics, ethical issues, dilemmas and the decision-making processes when confronted with conflicting duties and choices within the context of professional social service work. Students gain necessary skills and knowledge needed to practise within an ethical framework.

Prerequisite(s): none

Corerequisite(s):none

FAM1417 Human Development II

Understanding how we develop from adolescence to the time of our death is essential in understanding the needs of clients and their families. Students investigate the key concepts associated with the study of development. Students develop an understanding of a variety of theories and developmental concepts and stages.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434

Corerequisite(s):none

FAM1418 Community Development

Community development focuses on systemic issues that create social problems. It involves working to achieve social justice through structural change. Students learn how to improve community awareness, create strategic alliances, foster collaboration and build community. Social Service Workers are guided by the Code of Ethics and Standards of Practice for Social Workers and by principles of sustainable community development capacity. Students develop a basic understanding of community development while undertaking a community project.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434

Corerequisite(s):none

FAM1422 Interviewing and Recording in Social Service Work

Gathering information through the interview process helps identify the strengths, resources and challenges of individuals, families, groups and communities to assist them in achieving their goals. As a major component of the field of Social Service Work, students review and recognize the essential elements of a social service work interview including the skills of active listening, open and closed questioning, awareness of body language and using empathy to build trust. Attention is also paid to relationship building and the facilitation of change while recognizing diversity. Students practice with role-play scenarios to develop and fine tune these skills in preparation for work with clients. Social work recording methods are also explored.

Prerequisite(s): none

Corerequisite(s):none

FAM1424 Crisis Intervention in Social Service Work Practice

One's ability to function in a professional manner in crisis situations is essential in the field of social service work. Students differentiate long-term counselling from crisis intervention and examine crisis related assessment techniques and intervention strategies to de-escalate and support those in crisis. Students explore the concept of professional burnout as it relates to crisis. Students practise Non-Violent Crisis Intervention techniques and qualify for an additional certification upon successful completion.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434

Corerequisite(s):none

FAM1425 Legislation and Political Issues in Social Service Work

All social service work practice takes place within a broader context of international, federal and provincial legislation, policies and procedures. Access to affordable housing, for example, invariably relates to social housing policy. Social policy, in general, determines the quality of services available to individual Canadians. These policies are the product of diverse societal values, political ideologies and objectives. Students explore the legislative process in Canada and develop a hands-on understanding of the specific pieces of legislation that guide and protect social service workers and their clients.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434

Corerequisite(s):none

FAM1426 Mental Health

Mental health is an increasing concern in Canada today and impacts all areas of social service work. Students explore a variety of mental health challenges faced by adults and the current trends in service, treatments, legislation/policies and medications. Attitudes, biases and barriers affecting persons with mental illness are examined in relation to the role of social service workers.

Prerequisite(s): FAM1401 and FAM1403 and FAM1407 and FAM1419 and FAM1422 and FAM1427 and FAM1434

Corerequisite(s):none

FAM1427 Theories of Intervention

Theory informs the social service worker's (SSW) approach to meeting clients' needs across a wide spectrum of circumstances. In order to facilitate intentional SSW practice, students explore various theoretical frameworks and techniques relevant to social service work settings. Using a simulated case-based approach, they are given the opportunity to integrate this knowledge into their field placement practice.

Prerequisite(s): none

Corerequisite(s):none

FAM1428 Placement Seminar

Professional development of social service worker students continues with the extension of the learning opportunities that integrate theory and practice. Students build on their ability to identify and practise skills. By exploring ways to adapt clinical, organizational and personal skills in a solution-focused manner students develop intervention strategies relevant to complex client situations. Students explore and solve ethical issues as they relate to the Code of Ethics and Standards of Practice for Social Service Workers.

Prerequisite(s): FAM1401 and FAM1403 and FAM1405 and FAM1406 and FAM1407 and FAM1417 and FAM1418 and FAM1419 and FAM1422 and FAM1424 and FAM1425 and FAM1426 and FAM1427 and FAM1430 and FAM1433 and FAM1434
Corerequisite(s):FAM1431

FAM1434 Addictions

Addictions affect people from all walks of life, in virtually all practice areas. Students gain basic knowledge regarding substance abuse and addiction recovery. Students learn the issues involved in dependency and how to work with clients who are using or misusing substances. Emphasis is placed on the student's capacity to examine their own attitudes towards people who use substances, so that they can help without judgement.

Prerequisite(s): none
Corerequisite(s):none

FAM1435 Working with Families

Understanding family systems is essential to providing optimum support to families. Students are grounded in family systems theory and explore patterns of interaction in terms of the wide range of problems that families and partners bring to social agencies. Emphasis is placed on how the family has changed over the generations and various intervention options. Students utilize genograms, timelines and eco maps to assess family functioning.

Prerequisite(s): none
Corerequisite(s):none