

<b>Course Name</b>	Organisation of Human Service Delivery				
<b>Course ID</b>	013134				
<b>Area &amp; Cat No.</b>	WELF 1016				
<b>Units</b>	4.5	<b>Career</b>	UG	<b>BUGE</b>	No
<b>School</b>	SWP	<b>Campus(es)</b>	Magill, Whyalla	<b>FOE</b>	ASU
<b>Components</b>	Lecture, Tutorial	<b>Mode</b>	Internal	<b>Final Exam</b>	No
<b>Syllabus Plus</b>	Yes				

### Prerequisite(s)

Nil

### Aim

To enable the student to explore the organisation of human services, the competing influences on Human Service Organisations and the management of change in Human Service Organisations.

On completion of this course students should be able to:

- identify a range of organisational structures and administrative processes utilised by human service organisations and how these structures impact on practitioners and service delivery;
- demonstrate knowledge of organisational theory and the relationship between management, workers and consumers;
- analyse the impact of political and social trends on human service organisations
- relate organisational structures to issues of service delivery including ethical practice;
- identify changes in human service organisations and describe strategies to facilitate innovation in human service delivery.

By undertaking this course, students will progress in the development of the following qualities:

	1	2	3	4	5	6	7
Graduate quality	Body of knowledge	Lifelong learning	Effective problem solving	Work alone and in teams	Ethical action	Communicate effectively	International perspective
Indicative unit weighting	1.5	-	-	1.0	1.0	-	1.0

### Syllabus

Theories of organisations; organisations and culture; management and coordination; accountability and evaluation; changes in human service organisations; managerialism; managing organisational change; community and consumer participation; trends in human service delivery; regionalism and human service delivery; delivering services to diverse communities; ethical practice in organisational contexts

### Teaching and learning arrangements

This course will be delivered using the following means:

Internal Mode: Weekly sessions including lectures, tutorials, videos, workshops and online resources.

### Assessment

Introductory organisational study	15%
Case Study	50%
Tutorial activities	35%

### Textbook(s)

A book of readings will be provided.

### References

- Kettner, P. M. (2002). Achieving excellence in the management of Human Service Organizations. Boston, Allyn and Bacon.
- Lewis, J. A., M. D. Lewis, et al. (2001). Human Service Programs. Belmont USA,
- Miller, C. (2004). Producing Welfare. Houndmills, Basingstoke, Palgrave Macmillan.
- Schissler Manning, S. (2003). Ethical Leadership in Human Services A multi-dimensional approach. Boston, Pearson Education.

### Course coordinator

Sue King at Magill Campus  
Cate Hudson at Whyalla Campus