



**Bow Valley
College**

Course Outline

HMSV2503

Organization and
Administration in Human
Services

Winter 2025 - Current

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HMSV2503 Organization and Administration in Human Services

COURSE DESCRIPTION

This course focuses on the theoretical and practical principles of effective leadership. Learners explore the theory, structure, and management of organizations as a foundation for program development in the context of human services organizations and funders.

REQUISITES	None
EQUIVALENTS	None
CREDITS	3
HOURS	45
ELIGIBLE FOR PLAR	No
ZERO TEXTBOOK COST	No

COURSE LEARNING OUTCOMES

Bow Valley College is committed to ensuring our graduates can demonstrate their abilities in key areas that will make them effective citizens and encourage their development as lifelong learners. In addition to the discipline-specific skills that learners acquire in their programs, the College has identified ten learning outcomes.

College-Wide Outcomes:

1. Communication
2. Thinking Skills
3. Numeracy and Financial Literacy
4. Working with Others
5. Digital Literacy
6. Positive Attitudes and Behaviours
7. Continuous Learning
8. Health and Wellness Awareness
9. Citizenship and Intercultural Competence
10. Environmental Sustainability

COURSE LEARNING OUTCOME(S) COLLEGE WIDE
OUTCOMES
SUPPORTED

1	Identify the major components of typical organizations in human service programs.	1, 2, 7
2	Analyse the planning, implementation, and evaluation processes used in organizations including the forces influencing organizational planning and operation.	1, 2, 3, 4, 6, 7
3	Compare and contrast various theories of leadership, management, and motivation.	1, 2, 4, 6, 7, 8
4	Discuss the various models of supervising staff within human service organizations.	1, 2, 4, 6, 7, 8, 9
5	Analyse and design an integrated program to address a specific human service need.	1, 2, 3, 4, 5, 6, 7, 8, 9

COURSE MODULES AND SCHEDULE

**Course schedule subject to change, depending on delivery mode and term of study. For exact dates, please consult the Course Offering Information in Brightspace.*

WEEK/HOURS MODULES

Week 1	Course Introduction
Week 2	Introduction to Human Service Organizations Chapter 1 Facing the Challenges of Management Project team names
Week 3	Identifying Need and Environmental Trends Chapter 2 Knowing the Environment Identifying population need
Week 4	Theories for Organizational Design and Management Chapter 4 Applying Organizational Theory
Week 5	Theories for Organizational Design and Management Chapter 5 Creating organizational Designs, Begin designing organizational structure and leadership
Week 6	Leadership in Organizations Chapter 11 Leading and Changing Human Service Organizations Complete organizational structure and leadership
Week 7	Program Design Chapter 3 Planning & Program Design Begin developing program logic models
Week 8	Human Resources Chapter 6 Developing and Managing Human Resources Chapter 7 Building Supervisory Relationships Continue developing program logic models
Week 9	Fund Development and Securing Resources Chapter 8 Managing Finances to Meet Program Goals Develop program budget
Week 10	Interprofessional Education (IPE) Interprofessional Educational Engagement
Week 11	READING WEEK
Week 12	Program Evaluation Dragon's Den Rehearsal Chap. 10 Evaluating Human Service Programs Develop evaluation models
Week 13	Team Program Pitch
Week 14	Wrap Up

ASSESSMENT

COURSE

LEARNING OUTCOME(S)

ASSESSMENT

WEIGHT

1, 2, 5	Asset map	20%
1, 3, 4, 5	Research paper	20%
1, 2, 3, 4, 5	Team project	30%
1, 2, 3, 4, 5	Team Activities	15%
1, 2, 3, 4, 5	Learning Activities	15%

Important: For details on each assignment and exam, please see the Course Offering Information.

PERFORMANCE STANDARDS

A minimum grade of D is required to pass this course. However, a program may require a higher grade in this course to progress in the program or to meet specific program completion requirements.

Please consult with the program area or contact the program chair for further details. A minimum Grade Point Average of 2.0 is required for graduation.

GRADING SCHEME

Grade	Percentage	Grade Point	Description
A+	95-100	4.0	Exceptional: superior knowledge of subject matter
A	90-94	4.0	Excellent: outstanding knowledge of subject matter
A-	85-89	3.67	
B+	80-84	3.33	
B	75-79	3.0	Very Good: knowledge of subject matter generally mastered
B-	70-74	2.67	
C+	67-69	2.33	
C	64-66	2.0	Satisfactory/Acceptable: knowledge of subject matter adequately mastered
C-	60-63	1.67	
D+	57-59	1.33	
D	50-56	1.0	Minimal Pass
F	Less than 50	0.0	Fail: an unsatisfactory performance

REQUIRED LEARNING RESOURCES

Lewis, J. A., Packard, T. R., & Lewis, M. D. (2012). *Management of human service programs* (5th ed.). Belmont, CA: Brooks/Cole. (or latest edition)

Additional learning resources may be found in the Course Offering Information or in Brightspace.

ADDITIONAL INFORMATION

Additional information may be found in the Course Offering Information or in Brightspace.

ACADEMIC ACCOMMODATIONS

Learners with a disability (learning, physical, and/or mental health) may qualify for academic and exam accommodations. For more information, or to apply for accommodations, learners should make an appointment with Accessibility Services in the Learner Success Services (LSS) Department. Accessibility Services can also assist learners who may be struggling with learning but do not have a formal diagnosis. To make an appointment visit LSS on the first floor of the south campus or call 403-410-1440. It is the learner's responsibility to contact Accessibility Services and request academic accommodations. For more information, please visit our website at <http://www.bowvalleycollege.ca/accessibility>.

INSTITUTIONAL POLICIES

Bow Valley College is committed to the highest standards of academic integrity and honesty. Learners are urged to become familiar with and uphold the following policies: Academic Integrity (500-1-7), Learner Code of Conduct, Procedures and Guidelines (500-1-1), Learner Appeals (500-1-12), Attendance (500-1-10), Grading (500-1-6), Academic Continuance and Graduation (500-1-5), and Electronic Communications (300-2-13). Audio or video recording of lectures, labs, seminars, or any other teaching and learning environment by learners is allowed only with consent of the instructor as part of an approved accommodation plan. Recorded material is to be used solely for personal study and is not being used or distributed without prior written consent from the instructor.

Turnitin:

Students may be required to submit their course work to Turnitin, a third-party service provider engaged by BVC. Turnitin identifies plagiarism by checking databases of electronic books and articles, archived webpages, and previously submitted student papers. Students acknowledge that any course work or essays submitted to Turnitin will be included as source documents in the Turnitin.com reference database, where it will be used solely to detect plagiarism. The terms that apply to a student's use of Turnitin are described on Turnitin.com.

Online Exam Proctoring:

Examinations for this course may require proctoring through an online proctoring service. Online proctoring enables online exam taking within a controlled and monitored environment, thereby enhancing academic integrity. Online proctoring may occur through a variety of methods, including but not limited to:

- a. live online proctoring where a remote invigilator authenticates identity and observes completion of an exam using specialized software and recordings;
- b. automated proctoring where the exam session is recorded and AI (artificial intelligence) analyzed;
- c. browser lockdown that limits access to other applications, websites, copying, printing, screen capture and other functions; or
- d. a combination of both live/automated proctoring and browser lockdown.

Course instructors will review recordings, analyses, and data obtained through online proctoring for academic integrity infractions. It is the student's responsibility to meet the technical, software, location, and identity verification requirements necessary to enable online proctoring.

Further details of these policies are available in the Academic Calendar and on the Bow Valley College website, bowvalleycollege.ca.

Learners are encouraged to keep a copy of this course outline for future reference.

Collection of Personal Information:

This course, including your image and voice, may be recorded and made available to you and other students taking the course section. By attending the class(es) online or in person, you consent to the collection of your personal information. If you do not wish to be recorded, please contact your instructor before starting the course/class to discuss alternative arrangements.

You may use the recordings only for educational purposes and you must not copy, share, or use the recordings for any other purpose without the instructor's express permission.

Your personal information is collected in accordance with section 33(c) of the Freedom of Information and Protection of Privacy Act (Alberta) to deliver academic programming, support learner flexibility, promote universal design for learning principles, and for purposes consistent with the course activities and outcomes. If you have any questions about the collection, disclosure, use, or protection of this information, please contact the College's Access and Privacy Officer at foip@bowvalleycollege.ca.