



HS Intro to Public Services

Monday, May 4, 2020



HS Intro to Public Services

Overall Lesson: **The Impact of the COVID-19 Pandemic on the Public Services sector**

Sub lesson for Monday, May 4: Social Services Pathway -
Overview & Background

Learning Target:

Students will identify several of the possible fields within the Social Services sector and understand the variety of work environments in which someone in this field could be employed.



Opening Exercise

- Check out the Centers for Disease Control and Prevention (CDC) information and resources on [Stress & Coping](#) during the COVID-19 pandemic.
- After you've looked through some of the different areas, focus in on the first section - "Outbreaks can be stressful"
 - Reflect on the line in it that says "*Coping with stress will make you, the people you care about, and your community stronger.*" Do you believe that? Why do you think that's the case?
 - Also, look at the different ways people react to stressful situations. Are or someone you know you experiencing any of those? If so, scroll down to the "Ways to cope with stress" sub-section and pick one of the ways to try.



Overview of Social Services

- What is Social Services?
 - Merriam-Webster: a program supported by a government or private organization that helps people who have financial or family problems
 - Business Dictionary: Benefits and facilities (education, food subsidies, health care, subsidized housing) provided by a government to improve the life and living conditions of the children, disabled, the elderly, and the poor.



Overview of Social Services

- What do people in this industry do?
 - Help people become more self-sufficient
 - Can include helping them find financial assistance
 - Work to strengthen family relationships
 - Assess how well people care for their kids/other dependents (elderly)
 - Provide counseling services
 - Advocate for individuals and families and social causes.



Overview of Social Services

- Benefits:
 - Provide “safety net” for kids, youth, adults & families
 - Help stabilize lives
- Challenges (primarily for social workers)
 - High turnover rates
 - Salaries that don’t line up with demands of the job
 - Potential for heavy caseloads & limited resources = difficult to deliver effective services

(Source: National Association of Social Workers Center for Workforce Studies)



Overview of Social Services

- What careers are available in this field?
 - **Social worker** (*Specific types: Child, Family and School, Healthcare, Mental Health & Substance Abuse*)
 - **Counselor** (*Substance abuse & Behavioral disorder, School, Mental health, Rehabilitation*)
 - **Psychologist** (*Clinical, School, Counseling, Rehabilitation, etc.*)
 - **Marriage/Family Therapist**
 - **Probation Officers & Correctional Treatment Specialists**
 - **Community Health workers**
 - **Clergy/Religious workers**
 - **Volunteers** (*Red Cross, Peace Corps, AmeriCorps*)



Overview of Social Services

- Where do they work?
 - Public agencies (government)
 - Hospitals
 - Schools
 - Private practices
 - Police departments
 - Community-based youth programs
 - Shelters for abused women/homeless families
 - Private businesses
 - Clinics
 - Child welfare agencies
 - Nursing homes
 - Courts



Overview of Social Services

- What job skills and qualities are required in social services?
 - **Skills**
 - Observation
 - Self-Awareness
 - Critical Thinking
 - Verbal & Written Communication
 - **Qualities**
 - Empathy
 - Organization
 - Boundary setting
 - Coordination
 - Active listening
 - Persuasion
 - Social perceptiveness (“reading between the lines”)
 - Self-awareness
 - Relaxation and De-compression
 - Cooperation



Practice

- Choose **2 different** jobs from the Social Services Pathway (*options listed on slide 7*).
- Using what we talked about in the “[Identifying good sources](#)” lesson, do some research and find **2** articles for **each** career offering information about how the pandemic is affecting their work. Some careers in this pathway might be affected in a similar way, and that’s OK. (*If Googling to find the articles, be specific in your search: “Impact of COVID-19 pandemic on (insert career here)” or “(Insert career here) response to COVID-19 pandemic”.*)
 - In one paragraph for each career, **summarize** (don’t copy & paste!) the two articles concerning each career (provide a link to each article). Then, **offer your perspective/analysis**:
 - Are you surprised by how this specific career has been affected? How do you think the impact the pandemic has had so far on this career might change as the pandemic progresses? How about after the pandemic is over?



Additional Resource/Information

- [Social Service Workers Mitigating the Impact of COVID-19](#)