

Chapter One

Defining the Human Service Professional

Learning Objectives

- LO 1: Identify today's human service professional
- LO 2: Distinguish related mental health professionals from human service professionals
- LO 3: Learn the purpose of professional associations and identify major associations
- LO 4: Identify the characteristics of the effective human service professional
- LO 5: Understand how becoming an effective helper is a developmental process
- LO 6: Learn the importance of knowing one's professional limits
- LO 7: Embrace an attitude that one can always change and grow as a professional

The Beginning: The Human Service Professional Degree Emerges

- ✧ Started in mid-1960s
- ✧ Response to President Johnson's "Great Society" initiatives
- ✧ Associate's and bachelor's programs in human services arose, with different orientations
- ✧ Today certificate programs as well as associate-, and bachelor-level degree programs readily found throughout the U.S.
- ✧ Small number of graduate programs, including master's-level and doctoral programs, have emerged

Who Is the Human Service Professional Today?

- ✧ Holds an associate or bachelor's degree in human services or related field
- ✧ A generalist well equipped to facilitate client change and growth
- ✧ Works in a wide variety of mental health/human service agencies
- ✧ Coursework varies and may include History of Human Services; Human Systems; Human Service Delivery Systems; Information Management; Planning and Evaluation; Intervention and Direct Service; Interpersonal Communication; Client-Related Values and Attitudes; and Self-Development, as well as field experiences.
- ✧ See Table 1.1 (p. 4): Selected Job Titles in Human Services

Roles, Functions, Competencies, and Skills of the Human Service Professional (slide 1 of 2)

✧ Skills Standards and Competencies

1. Participant empowerment
2. Communication
3. Assessment
4. Community and service networking
5. Facilitation of services
6. Community and living skills and supports
7. Education, training, and self-development
8. Advocacy
9. Vocational, educational, and career support
10. Crisis intervention
11. Organization participation
12. Documentation

Roles, Functions, Competencies, and Skills of the Human Service Professional (slide 2 of 2)

✧ **Thirteen Roles and Functions of the Human Service Professional (SREB) (Box 1.1, p. 5)**

1. Outreach worker
2. Broker
3. Advocate
4. Evaluator
5. Teacher/educator
6. Behavior changer
7. Mobilizer
8. Consultant
9. Community planner
10. Caregiver
11. Data manager
12. Administrator
13. Assistant to Specialist

Comparison of Select Professionals

- ✧ See Table 1.2 (p. 5)
 - ✧ Comparison of Human Service Professional with
 - ✧ Counselor/Social Worker
 - ✧ Psychologist

Related Mental Health Professionals

- ✧ Psychiatrist
- ✧ Psychologist
- ✧ Social worker
- ✧ Counselor
 - School
 - College
 - Mental health
 - Rehabilitation
- ✧ Couple and family counselors
- ✧ Psychiatric-mental health nurse
- ✧ Psychotherapist
- ✧ Other professionals

Professional Associations in Human Services and Related Fields (slide 1 of 2)

✧ Purpose of Professional Associations in the Human Services and Related Field

- ✧ Protect the rights and interests of the membership
- ✧ Sponsor conferences and workshops
- ✧ Publish newsletters and journals
- ✧ Provide opportunities for mentoring and networking
- ✧ Offer grants for special projects related to the field
- ✧ Lobby for issues
- ✧ Providing job banks
- ✧ Much more

Professional Associations in Human Services and Related Fields (slide 2 of 2)

The Associations

- ✧ NOHS: National Organization for Human Services
- ✧ ACA: American Counseling Association
- ✧ NASW: National Association of Social Workers
- ✧ APA: American Psychological Association
- ✧ APA: American Psychiatric Association
- ✧ AAMFT: American Association of Marriage and Family Therapists
- ✧ APNA: American Psychiatric Nurses Association

Characteristics of the Effective Human Service Professional (slide 1 of 9)

Relationship Building

- ✧ May be most important factor in creating client change
- ✧ Working Alliance
- ✧ Closely related to the ability of the client and helper to build an emotional bond and work on setting attainable goals
- ✧ Impact of relationship building felt throughout counseling relationship
- ✧ One example: Salvador Minuchin's concept of alliance and “joining”

Characteristics of the Effective Human Service Professional (slide 2 of 9)

Empathy

- ✧ One of the most important characteristics
- ✧ Popularized by Carl Rogers
- ✧ To understand the inner world of the client
- ✧ Empathic people can “get into the shoes” of another
- ✧ Sensing the private world of another
- ✧ Star Trek: the empathic counselor

Characteristics of the Effective Human Service Professional (slide 3 of 9)

Genuineness

- ✧ Also called “congruence” (Rogers)
- ✧ Feelings, thoughts, and actions are “in sync”
- ✧ Ability to be real
- ✧ Gelso (2009) – The *real relationship* with the client

Characteristics of the Effective Human Service Professional (slide 4 of 9)

Acceptance

- ✧ Sometimes called positive regard
- ✧ Rogers (1957): unconditional positive regard is being able to accept clients “without strings attached”
- ✧ Leo Buscaglia (1972) called this “responsible love”
- ✧ Does not mean liking everything a person does but rather accepting the person through deep understanding, including accepting differences

Characteristics of the Effective Human Service Professional (slide 5 of 9)

Cognitive Complexity

- ✧ Understanding the world and clients in complex, multifaceted ways
- ✧ Being empathic, open-minded, self-reflective, and self-aware
- ✧ Ability to see client's predicament from multiple perspectives
- ✧ More effective with individuals from diverse cultures
- ✧ Reciprocity of knowledge and integration of new approaches

Characteristics of the Effective Human Service Professional (slide 6 of 9)

Wellness

- ✧ Take care of personal wellness in order to be an effective helper
- ✧ Avoid compassion fatigue, as well as stress and burnout
- ✧ Deal with unfinished psychological issues by attending counseling
- ✧ Prevent the possibility of incongruence or *countertransference*
- ✧ Find ways to work on staying healthy and well
- ✧ Myers and Sweeney suggest a model: The Indivisible Self
 - ✧ Creative self
 - ✧ Coping self
 - ✧ Social self
 - ✧ Essential self
 - ✧ Physical self

Characteristics of the Effective Human Service Professional (slide 7 of 9)

Competence

- ✧ Strive for helper expertise and mastery
- ✧ Cultivate a thirst for knowledge
- ✧ Stay updated with current journals and professional education
- ✧ Join professional organizations and attend supervision
- ✧ Strive to broaden and deepen the helping approach through lifelong learning
- ✧ View competence as a crucial ethical concern

Characteristics of the Effective Human Service Professional (slide 8 of 9)

Cross-Cultural Sensitivity

- ✧ Unfortunate circumstances happen when helpers do not understand diverse clients
- ✧ Important for helpers to build bridges and form a working alliance with clients irrespective of cultural differences
- ✧ An effective helper must have cross-cultural sensitivity
- ✧ D'Andrea and Daniels's (2011) RESPECTFUL Counseling Model (see next slide)

Characteristics of the Effective Human Service Professional (slide 9 of 9)

- ✧ D'Andrea and Daniels's (2011) RESPECTFUL Counseling Model (cont'd)
 - ✧ R-Religious/spiritual identity
 - ✧ E-Economic class background
 - ✧ S-Sexual Identity
 - ✧ P-level of Psychological development
 - ✧ E- Ethnic/racial identity
 - ✧ C-Chronological/developmental challenges
 - ✧ T-various forms of Trauma and other threats to personal well-being
 - ✧ F-Family background and history
 - ✧ U-Unique physical characteristics
 - ✧ L-Location of residence and language differences

Becoming the Effective Helper (slide 1 of 2)

✧ **Humanistic Understanding**

- Carl Rogers and Abraham Maslow: Founders of the field of humanistic counseling
- Believed people are born with an “actualizing tendency”
- Nurturing environment brings out acquisition of characteristics suitable for helper

✧ **Psychoanalytic Understanding**

- Sigmund Freud: founder of psychoanalysis
- Aggressive and sexual drives in combination with childhood experiences determine a person's temperament

✧ **Learning Theory Understanding**

- B.F. Skinner and Albert Ellis: behaviorist and cognitive therapists
- Individuals may not be born with characteristics but develop these qualities through experiences

Becoming the Effective Helper (slide 2 of 2)

✧ **A Lifespan Approach**

- Robert Kegan and William Perry
- Individuals can change over a life span if placed in an environment conducive to developing the qualities of an effective helper:
 - More empathic, less critical, less dogmatic
 - More accepting, open to other viewpoints
 - Increasingly complex thinkers

Ethical, Professional, and Legal Issues: Knowing Who We Are and Our Relationship to Other Professional Groups

- ✧ Professional identity helps us:
 - Define our professional limits
 - Know when it is appropriate to consult with colleagues
 - Offer services only within scope of professional knowledge and skill base
 - Recognize when we should refer clients to other professionals

The Effective Human Service Professional: Willing to Meet the Challenge

- ✧ The developed, mature human service professional is able to:
 - Look at his or her own behavior
 - Risk obtaining feedback from others
 - Be open to change
 - View life as an opportunity for growth and transformation
- Do Activity 1.1, p. 18

Summary

- ✧ Emergence of Human Service Professionals
- ✧ Who Is HSP Today?
- ✧ Roles, Functions, Competencies, and Skills of HSP
 - ✧ 13 Roles and Functions
 - ✧ Skills Standards
- ✧ Comparison of Other Professionals to HSPs
- ✧ Eight Characteristics of HSPs
- ✧ Becoming an Effective HSP (Understanding our Own Development)
- ✧ Ethical Issues: Knowing our boundaries and limits of our professional knowledge
- ✧ Mature HSP: Able to look at own behavior and grow from feedback