

**COURSE TITLE/SECTION:** SOCW 6354 (16376) Managing Human Service Organizations

**TIME:** Tuesdays 6:00pm – 9:00pm

**FACULTY:** Jennifer Battle

**OFFICE HOURS:** By appt.

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### I. Course

#### A. Catalog Description

Cr. 3. (3-0). Prerequisites: successful completion of the foundation curriculum, or consent of instructor. Theories, skills, and methods for effective planning and managing in human services organizations.

#### B. Purpose

In this course, students will gain a comprehensive understanding of the scope and operations of nonprofit organizations, with specific emphasis on those that provide human services. Special attention is given to the principal areas of organizational structure, program implementation, and administration. The course is designed to be relevant to the students' specific areas of professional and academic interest. The course will also focus on how the core values of the social work profession are integrated into the conceptualization and implementation of services provided by human service organizations.

### II. Course Objectives

Upon completion of this course, students will be able to demonstrate the following objectives:

1. Understand the general structure of nonprofit human service organizations and the division of responsibilities among their stakeholders.
2. Understand the challenges and opportunities faced by nonprofit human service organizations.
3. Apply academic theories and concepts of nonprofit management to specific organizations.
4. Articulate the impact of education and advocacy initiatives on service delivery, with specific attention to addressing the needs of traditionally underserved populations.

### III. Course Content

This course will include the following topical (content) areas:

- Non-Profit Organization Structure and History
- Mission and Vision
- Strategic Planning
- Board Development
- Program Planning, Development, and Management
- Program Evaluation and Outcome Measures
- Fundraising and Social Entrepreneurship
- Communications and Marketing
- Advocacy and Lobbying
- Human Resources
- Volunteer Management
- Technology

#### IV. **Course Structure**

The content of this course will be presented in a lecture, discussion and application format. There will be one class per week. Guest lecturers will participate in delivering lectures to enhance the learning process by building knowledge of local resources as well as provide networking opportunities to students.

#### V. **Textbooks**

##### **Required:**

Green, Alison and Hauser, Jerry. *Managing to Change the World: The NonProfit Manager's Guide to Getting Results* Jossey-Bass; 2 edition (April 3, 2012)

Heyman, Darian. *NonProfit Management 101: A Complete and Practical Guide for Leaders and Professionals*. Jossey-Bass; 1 edition (May 3, 2011)

Cryer, Shelly. *The NonProfit Career Guide*, Fieldstone Alliance (May 20, 2008)

Subscription to The NonProfit Times. [www.thenonproffitimes.com](http://www.thenonproffitimes.com) OR The Chronicle of Philanthropy [www.philanthropy.com](http://www.philanthropy.com)

##### **Recommended:**

Drucker, Peter. *The Five Most Important Questions You Will Ever Ask About Your Organization*. Jossey-Bass (April 18, 2008)

Portnoy, Dan. *The NonProfit Narrative: How Telling Stories Can Change the World*. PMG Press (February 22, 2012)

McCrea, Jennifer and Walker, Jeffery. *The Generosity Network: New Transformational Tools for Successful Fund-Raising*. Deepak Chopra (September 24, 2013)

Mohr, Bernard and Watkins, Jane. *The Essentials of Appreciative Inquiry: A Roadmap for Creating Positive Futures*. Pegasus Communications, Inc. (January 2002)

Collins, Jim. *Great by Choice*. HarperBusiness; 1 edition (October 11, 2011)

Crutchfield, Leslie and Heather McLeod Grant. ***Forces for Good: The Six Practices of High-Impact Nonprofits***. Jossey-Bass; Revised and Updated Edition edition (May 1, 2012)

Ralser, Tom. *ROI for NonProfits: The New Key To Sustainability*. Wiley; 1 edition (May 26, 2009)

MacMillan, Ian and Thompson, James. *The Social Entrepreneur's Playbook* Wharton Digital Press; Second Edition edition (November 12, 2013)

## VI. Course Requirements

This section should identify the course assignments, including written assignments, projects, and exams, as well as due dates. It is suggested that any stipulations regarding late submissions be included here.

### Graduate

Article Papers	15
Book Review	15
Job Search/Job Description Papers	30
Organization Identification Project	25
Organization Identification Presentation	<u>15</u>
	100

### Undergraduate

Article Papers	10
Job Search/Job Description Papers	10
Book Reviews	20
Organization Identification Project	25
Career Development Plan	25
Graduate Presentation Reviews	<u>10</u>
	100

## VII. Evaluation and Grading

The following standard grading scale has been adopted for all courses taught in the college.

A = 96-100% of the points	C+ = 76-79.9%
A- = 92-95.9%	C = 72-75.9%
B+= 88-91.9%	C- = 68-71.9%
B = 84-87.9%	D = 64-67.9%
B- = 80-83.9%	F = Below 64%

### **VIII. Policy on grades of I (Incomplete):**

The grade of "I" (Incomplete) is a conditional and temporary grade given when students are either **(a)** passing a course or **(b)** still have a reasonable chance of passing in the judgment of the instructor but, for non-academic reasons beyond their control have not completed a relatively small part of all requirements.

Students are responsible for informing the instructor immediately of the reasons for not submitting an assignment on time or not taking an examination. Students must contact the instructor of the course in which they receive an "I" grade to make arrangements to complete the course requirements. Students should be instructed not to re-register for the same course in a following semester in order to complete the incomplete requirements.

The grade of "I" must be changed by fulfillment of course requirements within one year of the date awarded or it will be changed automatically to an "F" (or to a "U" [Unsatisfactory] in S/U graded courses). The instructor may require a time period of less than one year to fulfill course requirements, and the grade may be changed by the instructor at any time to reflect work completed in the course.

The grade of "I" may not be changed to a grade of **W**.

### **IX. Policy on academic dishonesty and plagiarism**

Students are expected to demonstrate and maintain a professional standard of writing in all courses, do one's own work, give credit for the ideas of others, and provide proper citation of source materials. Any student who plagiarizes any part of a paper or assignment or engages in any form of academic dishonesty will receive an "I" for the class with a recommendation that a grade of F be assigned, subsequent to a College hearing, in accordance with the University policy on academic dishonesty. Other actions may also be recommended and/or taken by the College to suspend or expel a student who engages in academic dishonesty.

All presentations, papers and written assignments must be fully and properly referenced using APA style format (or as approved by the instructor), with credit given to the authors whose ideas you have used. If you are using direct quotes from a specific author (or authors), you must set the quote in quotation marks or use an indented quotation form. For all direct quotes, you must include the page number(s) in your text or references. Any time that you use more than four or five consecutive words taken from another author, you must clearly indicate that this is a direct quotation. Please consult the current APA manual for further information.

Academic dishonesty includes using any other person's work and representing it as your own. This includes (but is not limited to) using graded papers from students who have previously taken this course as the basis for your work. It also includes, but is not limited to submitting the same paper to more than one class. It also includes securing another person to complete any required activities, assignments, quizzes, papers, or exams in an online course, or in any on-line environment. If you have any specific questions about plagiarism or academic

dishonesty, please raise these questions in class or make an appointment to see the instructor. This statement is consistent with the University Policy on Academic Dishonesty that can be found in your UH Student Handbook.

**X. Course Schedule and Reading Assignments**

Will be posted on Blackboard.

**XI. Bibliography**

Will be posted on Blackboard

**XII. Americans with Disabilities Statement**

Whenever possible, and in accordance with 504/ADA guidelines, the University of Houston will attempt to provide reasonable academic accommodations to students who request and require them. Please call 713-743-5400 for more assistance. Instructors may not provide accommodations without supporting documentation from the UH Center for Students with Disabilities.

**XIII. Class Attendance and Use of Personal Technology in the Classroom**

Class attendance is required if you are interested in getting full points on assignments. All assignments require inclusion of notes from lectures and speakers. Use of personal technology to take notes and post appropriate content to social media is encouraged. Use of personal technology to distract from your learning experience and the learning experience of colleagues is not acceptable. If you are using personal technology to distract you will be asked to leave class.