

Course Outline - Diploma in Community Service Worker

Academic Period: **2025 - 2026 Onwards**

Applicable NOC Code: **42201 – Social and community service workers**

Credential Awarded - **Diploma**

Prerequisites - **Ontario Secondary School Diploma or equivalent**

Program Duration - **48 Weeks with Internship**

Hourly Income in Toronto Region - **As high as \$38.92* per hour**

**Source - JobBank Canada Dec 2024 report*

Course Rationale -

The Diploma in Community Service Worker program is designed to equip students with the necessary knowledge and skills to provide assistance and support to individuals and communities facing various social challenges. This program prepares students for rewarding careers in social service and community agencies, enabling them to make a positive impact on the lives of others.

Course Description -

The Diploma in Community Service Worker program provides comprehensive training in the field of social and community services. Students will develop a solid understanding of sociology, social welfare, psychology, and relevant laws. They will also gain practical skills in counseling, mental health and addiction support, crisis intervention, conflict resolution, professional documentation, and the use of Microsoft Office applications. The program includes a 10-week internship component, allowing students to apply their knowledge and skills in real-world settings.

Course Module Descriptions -

1. **Essential Skills** - Focuses on building foundational academic and workplace skills such as reading, writing, numeracy, and critical thinking needed to succeed in the program and career.
2. **Microsoft Windows and Office** - Provides training in essential computer applications, including MS Word, Excel, PowerPoint, and Outlook, with emphasis on workplace use.
3. **Support Resources** - Introduces students to community-based resources and services available for clients, and how to connect individuals with the right supports.
4. **Law for Community Workers** - Covers legal frameworks relevant to community service work, including rights, responsibilities, and ethical guidelines.
5. **Populations at Risk** - Explores the unique needs of vulnerable groups such as newcomers, seniors, Indigenous communities, and individuals experiencing poverty or abuse.
6. **Self-Care & Team Building** - Focuses on stress management, personal wellness, and teamwork strategies essential for sustainable success in community work.
7. **Harm Reduction & Crisis Intervention** - Teaches practical strategies to support clients experiencing crises, addiction, or high-risk behaviors through a harm-reduction approach.
8. **Communication Essentials** - Builds interpersonal and professional communication skills, including active listening, empathy, and client-centered interaction.
9. **Basic Business Communications** - Enhances workplace communication skills, including report writing, emails, formal letters, and presentation techniques.
10. **Introduction to Sociology** - Examines social structures, cultural influences, and societal issues that impact communities and individuals.
11. **Employment Achievement Strategies** - Prepares students for job readiness with resume writing, interview preparation, networking, and career planning.
12. **Basic Counseling Techniques** - Introduces foundational counseling skills such as rapport building, active listening, and goal-setting with clients.
13. **Solution-Focused Intervention** - Provides techniques for short-term counseling that focus on client strengths and achievable solutions.

14. **Advanced Counseling Techniques** - Builds on prior counseling modules with advanced strategies for deeper client support and intervention planning.
15. **Family Development & Functions** - Explores family dynamics, stages of development, and the impact of relationships on individual and community well-being.
16. **Mental Health & Addictions** - Examines mental health disorders, addiction issues, and practical approaches for client support and referral.
17. **Introduction to Psychology** - Provides a foundation in psychological concepts, human behavior, and mental processes relevant to community work.
18. **Professional Documentation & Case Management** - Focuses on accurate case note writing, file management, and structured planning to support client progress.
19. **Introduction to Social Welfare** - Covers the history, policies, and systems of social welfare in Canada and how they impact communities.
20. **Group Formation & Development** - Teaches how to organize, lead, and support group programs, including group dynamics and facilitation skills.
21. **Conflict Resolution Strategies** - Develops skills to mediate disputes, resolve conflicts, and encourage healthy communication among clients and groups.
22. **Practical Placement** - Provides hands-on, supervised work experience in a real community service setting to apply classroom learning in practice.

Learning Outcomes -

Upon successful completion of the program, students will be able to:

1. Demonstrate a comprehensive understanding of sociology, social welfare, psychology, and legal principles as they relate to community service work.
2. Apply basic counseling skills, including active listening, empathy, rapport building, and effective communication techniques, to provide support and assistance to individuals and communities.
3. Identify and assess mental health disorders and addiction issues, and employ appropriate intervention strategies to support individuals experiencing these challenges.
4. Recognize the needs and challenges of diverse populations at risk, understanding the importance of culturally sensitive approaches and the promotion of social justice.

5. Apply crisis intervention techniques to effectively manage and provide immediate support in crisis situations.
6. Demonstrate conflict resolution skills to address and manage interpersonal conflicts in community service settings.
7. Utilize Microsoft Office applications proficiently to enhance productivity and efficiently manage information in a professional context.
8. Understand the importance of accurate and ethical documentation, and demonstrate proficiency in record-keeping and report writing.
9. Successfully complete a 10-week internship, applying theoretical knowledge and practical skills in real-world settings under supervision.
10. Demonstrate professionalism, ethical conduct, and an understanding of the role and responsibilities of a community service worker.
11. Collaborate effectively within interdisciplinary teams, demonstrating effective teamwork and communication skills.
12. Evaluate and adapt to the changing needs and dynamics of the social service field, demonstrating a commitment to lifelong learning and professional growth.

Note: The learning outcome may vary based on every individual's learning objectives and focus on the program.

These course outcomes ensure that graduates of the Diploma in Community Service Worker program are well-prepared to contribute to the well-being of individuals and communities, and make a positive impact in their chosen career paths.

Career Choices (Examples) -

- Aboriginal Outreach Worker
- Addictions Worker
- Child And Youth Worker
- Community Development Worker
- Community Service Worker
- Crisis Intervention Worker
- Developmental Service Worker
- Drop-In Centre Worker
- Family Service Worker

- Group Home Worker
- Income Maintenance Officer - Social Services
- Life Skills Instructor
- Mental Health Worker
- Rehabilitation Worker - Social Services
- Social Services Worker
- Veteran Services Officer
- Welfare And Compensation Officer
- Women's Shelter Supervisor
- Youth Worker
- Explore further career choices here - [MORE ROLES](#)