



APPRENTICESHIP PROGRAM OUTLINE

Social & Human Services Assistant WORK PROCESSES & SKILLS

The term of the apprenticeship will be based on the apprentice's completion and on-the-job demonstration of the professional competencies outlined in the work processes. Apprentices must demonstrate competency in a minimum of **87.5%** of the listed competencies prior to completing the program. If training employers identify specific competencies that cannot be tested on the job, the apprenticeship committee will approve and provide instruction and testing that ensures the competencies have been met. Registered Apprentices will perform work and are required to demonstrate competencies in the following skills:

Work Processes & Skills

- Demonstrate ability to recruit clients, engage various individuals, and conduct community outreach
 - Demonstrate the ability to create a recruitment plan that leads to achieving target enrollment numbers
 - Demonstrate the ability to establish external partnerships that support program goals
 - Demonstrate the ability to provide a compelling introduction to programs and services
- Demonstrate ability to assess clients' needs to determine appropriate enrollment and interventions
 - Demonstrate understanding of program eligibility criteria and ability to provide initial client screening
 - Demonstrate ability to conduct pre-enrollment assessments and facilitate enrollment processes
 - Demonstrate ability to facilitate or otherwise support client orientation sessions
- Demonstrate ability to collaborate with clients to develop and implement a program plan
 - Demonstrate ability to initiate an individual client plan that leads to qualifiable desired outcomes
 - Demonstrate the ability to provide goal-oriented guidance and effective strategies toward realizing client goals
 - Demonstrate ability to maintain contact with clients to encourage active participation, monitor performance, and address any challenges
- Demonstrate ability to keep records, prepare reports, and track client progress in database user interface software
 - Demonstrate the ability to accurately document client activities and goal progress
 - Demonstrate the ability to maintain digital and/or physical files while maintaining client confidentiality
 - Demonstrate the ability to exchange accurate information
- Demonstrate knowledge of and ability to provide supportive services and refer individuals to public or private agencies or community services for assistance.
 - Demonstrates ability to stay abreast of local resources
 - Demonstrates ability to provide a warm handoff to clients who would benefit from external services
- Demonstrate the ability to respect each client's diverse culture and values
 - Demonstrate ability to work effectively in a culturally diverse community setting
 - Demonstrate ability to create a safe, inclusive, and productive environment for all clients
- Demonstrate ability to create trusting relationships and establish professional boundaries with clients
- Demonstrate ability to lead day-to-day operations
 - Demonstrate ability to oversee structured group activities
 - Demonstrate ability to facilitate workshops or training sessions



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Apprentices must Complete Coursework Aligned with Social and Human Service Assistant pathways. Through consultation with the Apprenticeship Committee, the Education Partner, and the indenturing employer, apprentices will select an applicable program of study/course track and complete a minimum of **144 hours** of related instruction per year of apprenticeship. Courses will be approved by the Apprenticeship Committee and made available to applicable apprentices by approved education providers/institutions. Apprentices will enroll in and complete the required coursework that satisfies the program's minimum requirements. Prior applicable education and training will be credited towards completion of related education requirements, and apprentices will be offered tracks advancing their technical aptitude in the profession.

Related Instruction Content May Include

INTRODUCTION TO HUMAN SERVICES	54 HOURS
CRISIS INTERVENTION	54 HOURS
HELPING AND INTERPERSONAL SKILLS	54 HOURS
RACE AND ETHNIC RELATIONS	54 HOURS
CASE MANAGEMENT FOR PUBLIC SERVICE	54 HOURS
ESSENTIAL WORKPLACE SKILLS	8 HOURS
SEXUAL HARRASSMENT	2 HOURS
MANDATED REPORTER GENERAL TRAINING	2 HOURS
IDENTIFYING & SAFEGUARDING PERSONALLY IDENTIFIABLE INFO	1 HOUR
RELATIONSHIPS AND BOUNDARIES FOR CARE PROVIDERS	4 HOURS

REGISTERED WITH:



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