

Community Services Worker (CSW)

The Community Services Worker diploma program at triOS is 47 weeks. It includes an 8-week internship. CSW's strengthen our communities and have a positive impact on our society by implementing an assortment of social assistance programs and services that help clients deal with personal and social challenges while focusing on their health and well-being.

At triOS, our CSW diploma program will provide you with the hands-on experience that you need to kick-start your career. You will be trained extensively in community services from a Canadian perspective, personality theory and assessment, psychological disorders and therapies, sociology, mental health, counseling strategies, and other key areas.

Program Benefits

- ✓ Half Day Classes
- ✓ Job Placement Assistance
- ✓ CPR/First Aid Training

Certifications in this program include:

Verbal Intervention (VI)
Trauma & Violence Informed Care Certification
Training (TVIC) Human Trafficking Training Certificate
Accessibility for Ontarians with Disabilities Act (AODA)
Positive Space Training (PST)

Here's a look at some of the courses included in this program:

Introduction to Community Service

Student Success Strategies, Digital Literacy for Professionals, Career Planning & Preparation, CPR and First Aid, Community Services in Canada, Family Dynamic

Social Science

Sociology, Criminology, Introduction to Psychology and Mental Health, Life-Span Psychology and Developmental Psychology

Group Work & Human Relations

Business Communications, Working with Addictions, Counselling



Employment and Wage Outlook for Careers in this field:



Employment Rate based on 2022 contactable triOS graduates employed in a related field within 12 months.

Source: workingincanada.gc.ca

NOC Code: 4212/42201 - **Wage data rounded down to the nearest dollar. Average wage doesn't reflect the starting salary but represents the middle value between lowest to highest wages. Local (or regional) income may vary. Last updated in Jan 2024.

Career Opportunities

Group Home Worker

Youth Coordinator

Family Service Worker

Social Services Worker

Community Counsellor

Crisis Intervention Worker

Residential Care Worker

Community Housing Worker

Employers Who Have Hired triOS Grads



United Way



Some Other Employers Include:

- Visiting Angels
- Christian Horizons
- Immigration and Refugee Board of Canada
- Addiction Canada

“When I didn't know what to do next in my life, I found triOS. The program was extremely educational both in a professional and personal light. I love my program and look forward to the opportunities opened because of it.”

-Jocelyn L.,

triOS College Community Services Worker Graduate

Community Services Worker

NOC Code: 4212/42201

Diploma Program Length:

39 Weeks

Student Success Strategies **4 Weeks**
Digital Literacy for Professionals
Career Planning & Preparation - Level 1

Community Services in Canada **8 Weeks**
Research and Populations at Risk
The Canadian Family Dynamic

Sociology **8 Weeks**
Criminology
Psychology
Introduction to Mental Health

Lifespan Psychology & Development **8 Weeks**
Group Work & Human Relations

Certifications

VI - Verbal Intervention
TVIC - Trauma & Violence Informed Care Certification
Training Human Trafficking Training Certificate
AODA - Accessibility for Ontarians with Disabilities Act
PST - Positive Space Training

Business Communication **8 Weeks**
Working with Addictions
Counselling

CPR and First Aid

Career Planning & Preparation - Level 2 **1 Week**

Lab Weeks **2 Weeks**

Program highlights include:

- Registered and approved diploma
- Career services Job search assistance
- Alumni program benefits

Admission Requirements:

1. Student has an Ontario Secondary School Diploma or equivalent, OR
Is 18 years of age or older on or before the program begins AND can pass a qualifying test that has been approved by the Superintendent.*
2. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 14.
3. Student must provide a clear Criminal Record Check.
4. Student must complete the Community Services Worker Entrance Questionnaire.

*Applicants from other Canadian provinces must be at least 19 years of age and a minimum of 1 year out of high school by the program start date and successfully pass an academic achievement test.

International Students: Please contact us for more details regarding admission requirements.

Accreditation Policy:

Like all post-secondary institutions in Ontario, triOS College reserves the right to accept or deny advanced standing into its programs.

Note:

In order to continuously improve our programs, triOS College reserves the right to modify programs at any time. Program delivery order may vary depending on the program start date. This diploma program may not be available at all campuses. The program may have additional reading weeks, depending on the start date.

You can find our Key Performance Indicators (graduation rate, employment rate, etc.) at www.triOS.com/kpi.

Course Descriptions

Student Success Strategies

This course stresses the importance of developing non-technical skills to enhance personal, academic and career success. This includes understanding learning styles and honing practical study skills, such as memory, reading, note- and test-taking techniques. Personal exercises will focus on teamwork, decision making and problem-solving skills, setting goals and maintaining positive attitude techniques for managing change, stress and conflict will also be explored.

Digital Literacy for Professionals

This course introduces students to the fundamental concepts and principles of learning and working in a digital environment. This course will cover the following elements: using devices and handling information, creating and editing information, communicating and collaborating, and being safe and responsible online.

Career Planning & Preparation – Level 1

This module introduces tools for planning and preparing for a successful job search, so that students can maintain a career-focused approach throughout their education program. Students will learn how to research opportunities and network for industry contacts and use appropriate etiquette when communicating with prospective employers. Students will identify their personal skills, values and preferences for the workplace, begin preparation of a professional resume, cover letter, thank you note and references. Class discussions on various self-management topics introduced in Student Success Strategies will round out this module, which is a pre-requisite for Career Planning and Preparation – Level 2.

Community Services in Canada

In this course students will be introduced to Community Services from a Canadian perspective. Students will cover topics that include Theoretical and conceptual cases of Canadian Community Services Practice; Socio-Political factors influencing Canadian Community Services Practice, practice methods, service delivery and practice issues.

Research and Populations at Risk

In this course, students will research and understand the profile of the local community. Students will look at local history, geography, transportation, population characteristics, and employment, housing, education, health and welfare resources. They will learn about the High-Risk Populations in Canadian society and look at programs for these specific target groups in a counseling context.

This course studies the Canadian family using a sociological, psychological and demographic approach. The course examines contemporary theoretical views central to understanding intimate groups, family groups and systems. The course provides the content and the knowledge necessary to understanding the modern Canadian family, including history and cultural diversity, same sex unions, Aboriginal families, economic changes, homelessness and other social trends. The course also addresses social policy regarding the family system.

Sociology

This course introduces students to the study of Sociology. Topics covered include culture social structure, interaction and collective behaviour, race and ethnicity, sex and gender, politics and government population and urbanization, deviance and crime.

Criminology

This course introduces students to the study of Criminology. Topics covered include crime, crime analysis, correlates of criminal behaviour and the psychological/social impact of crime and violence. Various theories regarding crime will also be discussed.

Introduction to Psychology

This course will introduce students to the World of Psychology. Students will be presented topics such as Biology and Behaviors, Learning, Memory, Development, Personality Theory and Assessment, Psychological Disorders, Therapies and Social Psychology.

Introduction to Mental Health

The Canadian Family Dynamic

Students will focus on the mental health system in Canada, including history and its current delivery. This course explores ethical and legal considerations in the mental health system & how to assess and intervene using the Recovery Model. The importance of community treatment, self-determination and recovery based, consumer-led programming are the main focus of the course.

Life-span Psychology and Developmental Psychology

In this section, students will study human development from infancy, childhood, adolescence, early, middle and late adulthood, and the end of life. Students will look at development from a Canadian perspective and the distinctiveness that being Canadian has on our development.

Group Work and Human Relations

This course will highlight interaction processes and interdependence within various kinds of groups. With a focus on relationship building, trust, constructive controversies and problem solving, Group Work and Human Relations teaches the proper procedures in creating and maintaining positive, high functioning, cooperative learning groups in Human Services.

Business Communication

This course is designed to enhance the components of written and verbal communication in the Community Service field. The course discusses topics related specifically to the job duties and requirements of a Community Service Worker working in agencies mandating documentation, case management, and workshop or seminar presentations.

Working with Addictions

Using a Canadian focus, students will learn how different substances of abuse work in the body and the brain. The course outlines

Counselling

In this course, students will look at interviewing strategies in counselling from a Canadian perspective. Students will be introduced to basic concepts of the Person-centered model of counselling to help understand the theory and reasoning behind the use of interviewing counselling skills. Students will see realistic examples that illustrate concepts in action. The student will also participate in challenging exercises that promote skill development, conceptual understand and self-awareness. Students will learn about the Canadian Counselling Association and the Canadian Association of Social Workers Code of Ethics as well as counselling within a culturally diverse setting.

First Aid and CPR

Upon successful completion of this course, students will achieve the St. John's Ambulance Standard Level First Aid and Level C CPR.

Career Planning & Preparation – Level 2

This module continues to build on the concepts and skills introduced in Career Planning and Preparation - Level I. Students will learn how to conduct an effective job search and identify various methods of applying for work with today's technology. Students will create a personal list of "Top Employers" and target current industry opportunities, while finalizing their professional resume, portfolio and career correspondence. Students will learn to identify the different types and forms of interviews, practice responding to typical questions, and practice follow-up, evaluation and negotiation techniques they can use to ensure success. Self-management topics from Career Planning and Preparation - Level I will be reviewed, with a focus towards on-the-job success in both learner placements and post-graduate employment.

Internship

multiple theories of addiction as well as treatment methods available in the Canadian healthcare system. Students will gain an analytical view of the addictions field in order to properly assess and plan for treatment.

At the completion of the in-class portion of this program, students are required to attend an 8 week Internship (minimum 200 hours) in a community or social service agency or organization.