

Community Services Worker



Learn how to help people with social and personal problems, and make a real difference in your community. Get hands-on training in assessment, counselling, mental health, and addictions. Start your career in just 12 months, internship included.

Community support workers interview and counsel those in need of immediate assistance. They also follow-up on treatment plans and programs, to evaluate progress and provide ongoing support.

Our Community Services Worker program features hands-on training and real work experience. Our instructors are social work professionals with years of experience supporting at-risk people. Employers trust the quality of our training and are quick to hire our graduates.

 Program Length: **12 Months (20 hours/week)**
Includes 8 week internship

 Program Delivery:
On-Campus

▸ CAREER OUTLOOK

There is steady demand for talented CSWs in Ottawa. CSWs often choose to assist a particular at-risk group—such as children, seniors, the LGBTQ community, or New Canadians.

▸ PROSPECTIVE JOB TITLES

*Community Services Worker, Gerontology Aide, Neighbourhood Worker
Child Abuse Worker, Crisis Intervention Worker, Mental Health Aide
Community Organizer, Drug Abuse/Addiction Counsellor, Women's Shelter
Worker/Supervisor, Aboriginal Outreach Worker, Family Service Worker*

▸ WHO HIRES OUR GRADUATES

*Immigrant Women Services, Ottawa Freedom Centre, Harmer House
Bairncroft Residential Services, Vanier Community Centre, Mary Homes
Partners in Parenting, Christian Horizons, Terrace Youth Residential
Services*

Employment Statistics

90%

Percentage of Overall 2022 Available Graduates
Employed in a Related Field

Community Services Worker

ADMISSION REQUIREMENTS

- Minimum of a Canadian high school grade 12 or equivalent (Ontario high school diploma or equivalent) or a mature student (19 years of age or older and has been removed from full-time high school for minimum 2 years). Students applying as mature students must demonstrate appropriate levels of math, English literacy, comprehension and/or written skills to warrant success and completion of program
- Pass an entrance test administered by Herzing College
- Be interviewed in detail regarding interest in the field.
- Note: admission to some programs may include additional requirements.

COURSE LIST

Topics of study for the Community Services Worker training program include addictions, psychology, mental health, counselling techniques, and report writing.

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| • System and Computer Fundamentals | • Professional Skills for the Service Worker |
| • Community Services in Canada | • Counselling |
| • Effective Team Work | • Introduction to Addictions |
| • Researching your Local Community | • Internship |
| • English and Communication Skills | |
| • Career Development and Client Services | |
| • Sociology and Introduction to Criminology | |
| • Word Processing Fundamentals | |
| • Populations at Risk | |
| • Introduction to Psychology | |
| • Introduction to Mental Health | |
| • The Canadian Family Dynamic | |
| • Life-Span Psychology and Development | |