

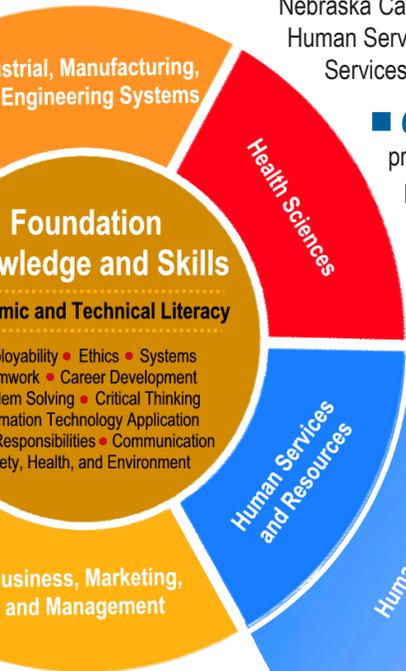


Human Services Career Cluster

■ Career Field: Human Services and Resources

Nebraska Career Education has identified 6 Career Fields that group 16 Career Clusters into areas of common skill development. The Human Services and Resources Field consists of four clusters: Education and Training; Government and Public Administration; Human Services; and Law, Public Safety, and Security.

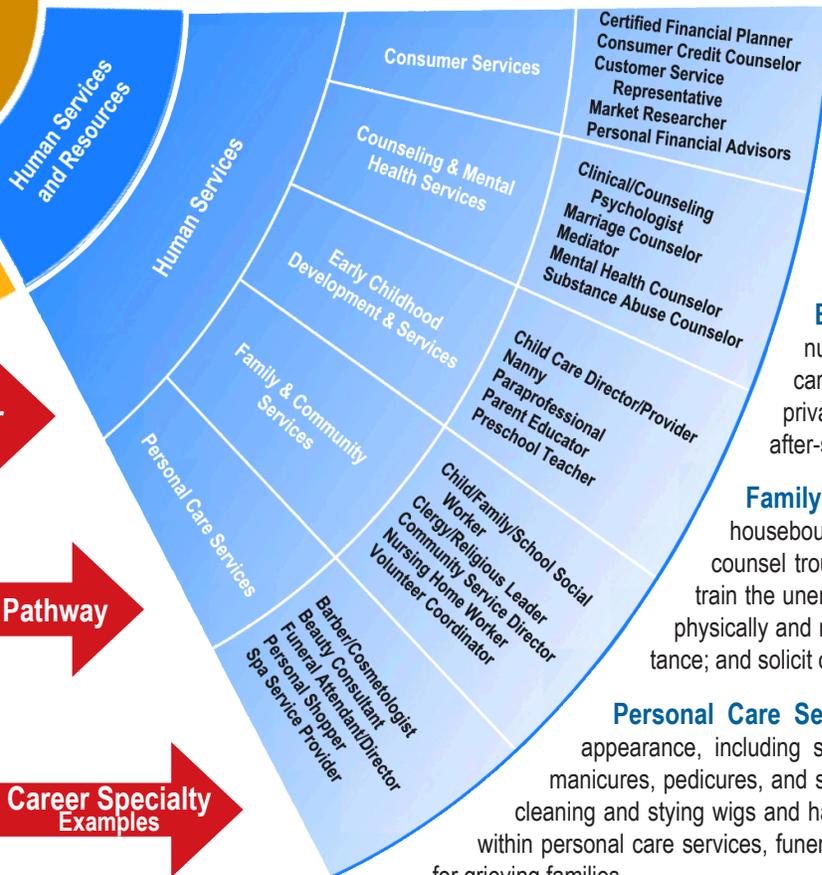
■ **Cluster Description:** The Human Services Career Cluster prepares students for careers that improve quality of life and promotes safe, health communities. Workers in human services better our lives by tending to our psychological, social, and physical needs. Social service organizations that help individuals with basic needs, such as housing, health, and nutrition constitutes a large component of this cluster.



Career Cluster

Career Pathway

Career Specialty Examples



■ Pathway Descriptions

Consumer Services workers assist individuals with decisions and problems relating to finance, real estate, insurance, and consumer goods.

Counseling & Mental Health Services workers assist people with personal, family, education, mental health, and career decisions and problems. Mental health care may be provided in hospitals, clinics, schools, or private settings.

Early Childhood Development & Services workers nurture and teach children. They provide services in child-care centers, nursery schools, preschools, public schools, private households, family childcare homes, and before- and after-school programs.

Family & Community Services workers help the homeless, housebound, and infirmed cope with circumstances of daily living; counsel troubled and emotionally disturbed individuals; train or re-train the unemployed or underemployed; care for the elderly and the physically and mentally disabled; help the needy obtain financial assistance; and solicit contributions for various social services organizations.

Personal Care Services workers assist individuals with their personal appearance, including shampooing, cutting, coloring, and styling hair; giving manicures, pedicures, and scalp, and facial treatments; providing makeup analysis; cleaning and styling wigs and hairpieces; and providing personal fitness training. Also, within personal care services, funeral directors and attendants make funeral arrangements for grieving families.

For additional Career Cluster Information, visit: www.NebraskaCareerConnections.org.

Preparation for a Career in the Human Services Cluster Includes...

Coursework

- Consumer Education
- Human Development
- Nutrition
- Parenting
- Personal Finance
- Psychology
- Sociology

School Activities

- [FCCLA](#)
- Peer Mediation
- Serve as Mentor or Tutor
- Other Organizations that have a Strong Community Service Component

Community Activities

- Scouting Organizations
- Teach Religious Classes
- Volunteer in Soup Kitchens or Food Pantries or Agencies Who Serve People
- Work with Individuals who are Aged or Disabled
- [4-H Family Life Programs](#)

Example Human Services Postsecondary Programs of Study

Students preparing for a career in the Human Services Career Cluster have a variety of postsecondary options. They can enter programs leading to a certificate or a degree at the associate, baccalaureate, or advanced degree level.

The table below shows examples of postsecondary Human Services programs of study organized by pathway.

	High School Diploma, On-The-Job Training	Certificate, License	Associate's Degree	Bachelor's Degree	Master's/Doctoral/ Professional Degree
Personal Care Services		<ul style="list-style-type: none"> Barbering Cosmetology Nail Technology Esthetics Massage Therapy 	<ul style="list-style-type: none"> Mortuary Science Cosmetology 	<ul style="list-style-type: none"> Pre-Mortuary Sciences 	
Family & Community Services		<ul style="list-style-type: none"> Paraeducator Family Life Specialist Spirituality Biblical Studies 	<ul style="list-style-type: none"> Human Services Theology 	<ul style="list-style-type: none"> Human Services Psychology Nutrition, Fitness, and Health Promotion Gerontology Family Science Social Work 	<ul style="list-style-type: none"> Family Science Psychology Social Work Human Services
Early Childhood Development & Services		<ul style="list-style-type: none"> Nanny Parenting 	<ul style="list-style-type: none"> Early Childhood Education 	<ul style="list-style-type: none"> Family Science Special Education and Communication Disorders 	<ul style="list-style-type: none"> Child Development Early Childhood Education Special Education and Communication Disorders
Counseling & Mental Health Services			<ul style="list-style-type: none"> Human Services Chemical Dependency Counselor 	<ul style="list-style-type: none"> Human Services Psychology Social Work Human and Social Services Administration 	<ul style="list-style-type: none"> Marriage & Family Therapy Psychology Social Work Community Counseling
Consumer Services	<ul style="list-style-type: none"> Call Center Customer Service 	<ul style="list-style-type: none"> Certified Financial Planner Wellness 		<ul style="list-style-type: none"> Family Science Family Financial Management Human Sciences Business Administration 	<ul style="list-style-type: none"> Family Science Human Sciences Business Administration

Human Services Cluster Foundation Knowledge & Skills

There are thousands of challenging educational and training opportunities within the high-skilled world of Human Services. Learners need a solid background in communications, science, and technical skills.

Below is a list of the knowledge and skills students need to pursue a career in the Human Services Career Cluster.

- Academic Foundations:** Complete required training and education/certification to prepare for human services employment.
 - Identify requirements for occupational choice
 - Manage time to participate in career-related training and/or degree programs

Apply mathematical skills and concepts of data analysis to perform human services tasks.

- Analyze and interpret data to maintain operational documents

Use and evaluate information resources to accomplish specific human services tasks.

- Use informational texts, internet websites, and/or technical materials to review and apply information sources to human services tasks

■ **Communications:** Apply principles of effective oral and written communication to talk and write effectively.

- Match communication strategies to the situation (individual and group) and context
- Use forms of technical writing appropriately to communicate clearly

Use listening skills to effectively interact with others.

- Use listening skills to acquire spoken information

Recognize forms of non-verbal communication to fully understand meaning.

- Apply and/or interpret nonverbal communication techniques to receive complete significance of messages

Use aspects of cross-cultural communication to address diversity.

- Recognize barriers and use alternative communications (e.g., sign language) or other languages to match the communication needs of the individual

Use helpful communication techniques to support individuals and groups (e.g., conflict resolution, facilitation skills).

- Choose appropriate strategy to resolve conflicts

■ **Employability and Career Development:** Continue professional development to keep current on relevant resources and information.

- Use self assessment, organizational priorities, journals, Internet sites, professional associations, peers, and other resources to develop goals that address training, education, and self-improvement issues
- Participate in relevant conferences, workshops, mentoring activities, and in-service training to stay current with recent changes in the field

Apply career development principles to assure personal and professional growth.

- Manage work roles and responsibilities to balance them with other life roles and responsibilities

■ **Ethics and Legal Responsibilities:** Apply ethical and legal responsibilities to all conduct in the workplace.

- Comply with legal requirements to assure appropriate conduct
- Adhere to recognized ethical standards to inspire confidence
- Consult and seek ethical and legal guidance to assure continued compliance

Study legal requirements of personal liability to help guide personal conduct.

- Apply legal requirements to prevent personal liability

■ **Information Technology Applications:** Use technology to access, manage, integrate, and create information.

- Use appropriate software applications to prepare documents and presentations

Use existing classification systems to manage information.

- Use technology to channel data according to classification systems

Use technology to analyze and interpret information.

- Summarize, compare, and contrast information to make informed decisions

■ **Leadership and Teamwork:** Recognize the organization's mission and its priorities to ensure quality.

- Review the organizational mission to develop organizational priorities
- Establish and maintain effective working relationships with all levels of personnel to provide effective services to the client/participant
- Use organization's policies, procedures, and regulations to work with co-workers to develop practices sensitive to cultural, religious, disability, and gender issues

Recognize and model leadership and teamwork behaviors to inspire and motivate others.

- Participate in civic and community leadership and teamwork opportunities to enhance skills
- Use leadership skills to motivate others

Recognize and use team work skills to take advantage of diverse abilities.

- Work effectively with others to achieve objectives in a timely manner
- Use conflict-management skills to facilitate solutions

■ **Problem Solving and Critical Thinking:** Assist individuals to recognize concerns and make informed decisions.

- Use several approaches to identify and evaluate alternatives

Develop an individualized plan to reflect an individual's preferences, needs, and interests

- Use planning strategies to develop a plan
- Evaluate milestones toward planned goals to measure progress

■ **Safety, Health, and Environmental:** Recognize risks and potentially hazardous situations to achieve a safe and healthy environment.

- Implement procedures to protect the health and safety of all individuals

Evaluate emergency situations to defuse them and determine intervention strategies.

- Manage the physical and social environment to reduce conflict and promote safety of participants, workers, and others

Study policies, procedures, and regulations regarding health and safety to promote a safe workplace.

- Follow regulations and organizational policies and procedures to assure a safe and healthy environment

■ **Systems:** Apply principles of planning, design, and development to accomplish long-range goals.

- Design programs or activities to meet specific organizational needs



Use the range of human resources available to accomplish team objectives.

- Identify and align human resources to meet team objectives

■ **Technical Skills:** Apply technical knowledge and skills required to function in career paths within the Human Services area.

- Practice skills in a chosen career path to gain familiarity with technical processes

Use resource allocation and distribution to assist with planning the delivery of human services.

- Identify strategies to provide human services in the most cost effective manner

Apply principles of human development to enhance the well being of the individual.

- Provide services aligning with human development principles to meet individual needs



For additional information on the Human Services Career Cluster, please contact:

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**Endorsed by the Nebraska Department of Education
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