

HEAR FROM PROFESSIONALS. LEARN FROM EXPERIENCE.



HUMAN SERVICES

This 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.



Learning that works
for Nebraska

WHAT TO EXPECT IN THIS GUIDE



INTERVIEWS

Each video contains interviews with employees and business representatives discussing work requirements, education levels, salary and job prospects.



TOURS

Experience virtual industry tours that provide a unique opportunity to get a glimpse inside Nebraska-based companies without leaving your home or classroom.



INFORMATION

Throughout the videos you will find valuable information regarding job markets, salaries, and educational requirements to help you identify a possible career path.

NOTE TO INSTRUCTOR:

These are suggested activities and questions to accompany the virtual industry tour. Each component may be used individually or modified to fit the needs of the classroom. Use these websites for more information on this career cluster:

www.education.ne.gov/nce/career-clusters

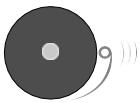
<https://www.education.ne.gov/nce/careerdevelopment/>

[Nebraska H3 Reports](#)

www.nebraskacareerconnections.org

In addition, NEworks has an array of resources, including Nebraska Workforce Trends magazine, Labor Market Regional Reviews, Occupational Profiles, and Career Ladder Posters, available at <https://networks.nebraska.gov> under Labor Market Information>Additional Services>Publications.

BELL RINGER:



Post the following prompt for students to answer as they enter the room. They will respond individually in their notes.

According to the United States Department of Agriculture, one in six Americans are or have been food insecure. How might food insecurity affect those individuals and families?

Have students share their responses with the class. Point out that food insecurity is “the state of being without reliable access to a sufficient quantity of affordable, nutritious food.” In Nebraska, 18% of families with children reported difficulty affording food in 2022. The Human Services Career Cluster includes careers that work to decrease food insecurity worldwide. Human Service careers improve quality of life and promote safe, healthy communities. Workers in human services better our lives by tending to our psychological, social, and physical needs. Social service organizations that help individuals, families, and communities with basic needs, such as housing, health, and nutrition services constitute a large component of this cluster.

ANTICIPATORY SET:



Each of us plays a special role in the world. None of us are the same and if any one of us was missing, then someone’s life would be affected. We have to realize our own contributions to the world around us before we can truly feel good our ourselves. Our life affects the lives of others, and their lives affect us.

Have your class stand in a circle. Each person must hold hands and then move the circle back until everyone is about arms length away from each other.

This activity is a trust activity that demands that everyone contributes, or it will not work.

Once you have accomplished this goal, begin to have the group count off by two's. Now, while holding hands tightly, all of the number ones will begin to lean into the circle while at the same time the number twos will begin to lean backwards out of the circle. Do this slowly so that everyone will have a chance to pick up pressure on their arms from the people on either side of them.

If the entire circle leans at the same time, the pressure is spread throughout the circle and no one person feels too much of the weight. Hold this position for a few seconds. Once you have number ones lean back up and the number twos lean into the circle.

This is a tremendous activity to show the strength that a group can have when they work together.

Then facilitate a group discussion by asking these questions:

- **What was challenging about this task?**
- **How important was each person in this activity?**
- **What makes this activity work?**
- **What would have happened if one person did not take their responsibilities seriously?**
- **How does this activity relate to helping in your family or at school?**
- **What can this activity tell us about our own impact on the groups that we belong to?**
- **What can this activity tell us about working together, supporting one another, or helping others?**
- **How do you help people at home? In school? In the community? In the workplace?**
- **Do you like helping others? Why do enjoy offering help to friends and family members?**

Point out that the careers in the Human Services Career Cluster focus on helping people.

Nebraska Career Readiness Skills that would be used by successful human services employees and managers include Communicating Effectively and Appropriately (speaking, writing, presentations, professional etiquette, customer service), Personal Responsibility, Civic Responsibility and Service, Perceptiveness, Adaptability, Ethics, and Social and Cultural Competence.

The careers in the Human Services Career Cluster focus on serving the needs of others through services, education, and keeping communities safe.

Resources related to the Nebraska Career Readiness Standards can be accessed at <https://www.education.ne.gov/nce/career-readiness-toolkit/>.

INTRODUCTORY QUESTIONS:



Ask the students to respond to the following questions in journal form or aloud. If asking aloud, have students share with a partner first, then ask two or three students to share. Responses will vary and are based on the students' knowledge prior to watching the virtual tour.

- **When you think of Human Services careers, what types of jobs come to mind?**
- **Are these careers YOU might be interested in? Why or why not?**
- **What are some challenges that families face in your local community? How could careers in Human Sciences address these challenges?**

CONTENT:



Show the 11-minute virtual tour located at <https://bit.ly/NECTEHuSvTour>, which features three organizations: Rape Domestic Abuse Program, Nebraska VR (Vocational Rehabilitation), and The Bay. Or have students individually view the video online. Have students complete the Student Viewing Guide worksheet as they learn about the Career Cluster. Introduce the virtual tours by saying:

- **Today we are studying careers in the Human Services Career Cluster. Each professional in the video will describe their involvement in the industry, as well as the skills necessary for success.**

FOLLOW-UP QUESTIONS:



Ask the following questions after students view the virtual industry tour. Questions can be assigned as journal questions, asked aloud or discussed in small groups.

1. How would you define this Career Cluster?

- This Career Cluster prepares students for careers that improve quality of life and promote safe, healthy 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 constitute a large component of this cluster.

2. What types of careers are included in this Career Cluster?

- Outreach and education coordinator, program director, outreach director, business accounting manager, family support worker, health educator, community health worker, social and community service manager, and service specialist

- Other careers not mentioned in the video: Certified financial planner, consumer credit counselor, consumer customer representative, market researcher, personal financial advisor, clinical/counseling psychologist, marriage counselor, mediator, mental health counselor, substance abuse counselor, child care director/provider, nanny, paraprofessional, parent educator, preschool teacher, child/family/school social worker, clergy/religious leader, community service director, nursing home worker, volunteer coordinator, barber/cosmetologist

Note to Instructor: Explain to students that this Career Cluster can be divided into five Career Pathways including:

- Consumer Services
- Counseling and Mental Health Services
- Early Childhood Development and Services
- Family and Community Services
- Personal Care Services

Each Career Pathway has a set of specific skills for the occupations within this Career Cluster.

- For more information about these careers, have students visit: <https://bit.ly/NECTEHUMSERV>.
- Additionally, have students access Nebraska Career Connections at www.NebraskaCareerConnections.org, go to the Career Exploration tab and search through Career Clusters and Pathways to find jobs and majors. Individual registration and login instructions can be found on the single page PDF document at the end of this Teacher Discussion Guide

3. Which careers and jobs in this Career Cluster could be obtained immediately after high school graduation?

- The professionals featured in the virtual tours all had received at least a bachelor's degree plus work experience.
- Other examples: Call center and customer service; childcare assistant
- For more information about these careers, have students visit: <https://bit.ly/NECTEHUMSERV>.

4. Which pathways are represented in the virtual tours?

- Counseling and Mental Health Services: Rape Domestic Abuse Program
- Family and Community Services: The Bay and Nebraska VR
- Consumer Services: workers assist individuals with decisions and problems relating to finance, real estate, insurance, and consumer goods.
- Counseling and 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 and Services: workers nurture and teach children. They provide services in childcare centers, nursery schools, preschools, public schools, private households, family childcare homes, and before- and after-school programs.
- Family and Community Services: workers help the homeless, house-bound, and infirm cope with circumstances of daily living; counsel troubled and emotionally disturbed individuals; train or retrain 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.

5. List and describe the pathways of this Career Cluster?

- 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.

6. What is a non-profit? What non-profit organizations exist in our community? Do you belong to any nonprofit youth organizations?

- A non-profit business is operated not to make a profit, but to provide a service.
- Non-profit organizations are tax-exempt and classified as a public charity because they provide public benefit.
- Examples will vary, but might include: DECA, Educators Rising, FBLA, FCCLA, FFA, HOSA, and SkillsUSA, 4-H, Big Brothers Big Sisters, American Red Cross, National Public Radio, St. Jude's Children's Research Hospital, American Heart Association, Community Foundation, Boy Scouts of America, Girl Scouts, Goodwill, CEDARS Youth Services and many others.
- An excellent resource dedicated to giving nonprofits information and resources they need to better their organizations and communities is <https://nonprofithub.org/>. The site is one location to find high quality nonprofit resources and tools that help spur positive action. The site includes podcasts and webinars in addition to many other resources.

7. The Human Services Career Cluster focuses on helping people. How do you help others and how does this make you feel?

- Answers will vary.

8. The demand for Human Services professionals will continue to increase. What factors contribute to this high demand?

- Answers will vary, but should include: growing world population, increasing age of the population, increasing demand for substance abuse and mental health treatment and high employee turnover due to physically and mentally demanding jobs.

9. The careers featured in the tour involved Nebraska Career Readiness Skills including listening, collaborating with others and public speaking. When have you effectively communicated with a group of people?

- Answers will vary.
- Explain to students that this is a sample behavioral interview question that they may be asked in a job interview.
- Employers use past experiences as a way to predict future performance.
- One technique used to respond to behavioral questions is the STAR response: situation, task, action, and result.
- Example sources for more information, include:
https://bit.ly/STAR_technique1 and
https://bit.ly/STAR_technique2.

10. Core academic skills include reading, written communication, listening, speaking, mathematical reasoning and problem solving. Academic skills and technical skills complement one another. Academic attainment is an important Nebraska Career Readiness Skill. How might these core academic skills be used in this Career Cluster?

- Answers will vary.
- Here are a few examples:
 - A personal financial advisor must effectively read sometimes highly technical information in order to stay up to date on tax laws and other issues that would affect financial decisions.
 - Written communication is used by a social worker to document observations and interactions with clients. He or she must accurately describe behaviors and interactions so this information can be used to help create treatment plans, evaluate a situation, and access client needs.
 - Listening and speaking are essential for a mediator. He or she helps people involved in a conflict to come to an agreement by listening to both sides and moving those people towards a resolution.
 - A program director uses math to budget for all aspects of the organization or program. He or she may have the authority to make spending decisions and therefore must calculate at all times to avoid overspending.

11. What Nebraska Career Readiness Skills should a desirable job applicant in the Human Services Career Cluster possess?

- Answers will vary, but should definitely include: Communicated effectively and appropriately, contributes to employer and community success, and makes sense of problems and perseveres in solving them.
- For more information, visit: <https://bit.ly/necrstandards>.
- Have copies of the Nebraska Career Readiness Standards poster visible around the classroom and/or provide a copy of the Nebraska Career Readiness Standards Checklist to each student as a way to help them understand and identify what is meant by “career readiness skills.”
- The Nebraska Career Readiness Standards Checklist can be accessed at <https://bit.ly/necrschecklist>.

12. Businesses and organizations in the Human Services Career Cluster are designed to meet a need of the public and community. What needs does our community have? How are those currently being met and what more needs to be done? Are there opportunities for new businesses or services that could help address these needs?

- Answers will vary.

EXTENDED
LEARNING
ACTIVITIES:



The following are suggested activities to increase student learning and exposure to this Career Cluster.

- Join Family, Career and Community Leaders of America (FCCLA) which focuses on strengthening families and communities while building personal leadership development or another CTSO at your school.
- Join: Lead4Change <https://new.lead4change.org> , a free leadership program for 6th-12th graders that teaches proven leadership skills for getting big things done.
- Organize a school or community-wide canned food drive, clothing drive or school supply drive. Partner with FCCLA or another CTSO to organize a food drive to benefit “Feed Nebraska.”
- Invite area community colleges or universities to visit your classroom to share their program opportunities (many have ways for students to earn dual credit) in Human Sciences, Early Childhood Education, and Family Studies.
- Host a school-wide “closet or pantry” drive for students in need at your local school. Collaborate with your school counselor, social worker, or nurse to identify possible personal care items that could benefit students in your school.
- Have students create a sample budget based on the income of his or her dream job. Be sure typical expenses are included such as rent or house payments, car payment, insurance, food, clothing, entertainment and more. For more information about financial education and planning, visit sites such as <https://www.federalreserveeducation.org/>, <https://www.financialworkshopkits.org/>, and <https://www.practicalmoneyskills.com/>.
- Encourage students to journal everyday as part of self-care. The first entry should be a list of 20 things the student likes about themselves.

EXTENDED
LEARNING
ACTIVITIES
CONTINUED



- Have students organize a recreational activity or series of activities for younger students. Students will facilitate the activities by giving instructions, monitoring play, encouraging the younger students and more.
- Volunteer at a nursing home, assisted living home, hospital, or homeless shelter.
- Have students research a non-profit organization individually or in small groups and present a short report to the class about the organization's mission, funding, and outreach program.
- Meet with the school counselor to discuss classes that would help prepare a student for this Career Cluster. Also, discuss certifications that can be obtained during high school that would be valuable.
- Identify a postsecondary institution that is offering certifications or degrees that would help prepare a student for this Career Cluster. Obtain and complete admissions and scholarship applications for the school or program.
- Participate in ServeNebraska Week. ServeNebraska Week is an annual statewide celebration of Nebraska's volunteer spirit, recognized through a week-long commitment to service. During April (also National Volunteer Week), Nebraskans demonstrate their commitment to volunteerism by engaging in activities that directly benefit their communities, schools, nonprofits, churches, parks and other causes.
- ServeNebraska (<https://www.serve.nebraska.gov/>), the Nebraska Volunteer Service Commission coordinates and supports community involvement by Nebraskans that address the needs of our communities. The Commission coordinates AmeriCorps programming, celebrates volunteer achievements through quarterly and annual Awards, provides training and technical assistance, and works to ensure that those with disabilities are fully involved.
- ServeNebraska Step Forward Awards
<https://www.serve.nebraska.gov/volunteerism/awards.html>.
In coordination with the Nebraska Governor, ServeNebraska annually recognizes the individuals, organizations and programs that significantly moved Nebraska forward toward a higher quality of life and level of community engagement. Award nominations are accepted throughout the year.

Note to Instructor: Nebraska Impact (<https://www.nebraskaimpact.com/>) is a website formed through a partnership with the Nebraska 150 Celebration and ServeNebraska with the goal of increasing volunteer engagement in the state. The website serves as a tool to connect users with volunteer opportunities in their area. The site also offers users the ability to log their volunteer hours.

THERE ARE MANY RESOURCES THAT CAN BE USED BY TEACHERS, PARENTS AND JOB SEEKERS FOR CAREER EXPLORATION.

Some resources are tailored for Nebraska and some are national, but all provide valuable information and many incorporate information from the Nebraska Department of Labor Market Information (LMI). This list is not comprehensive, and only represents a sampling of the many resources available. Share the Career Exploration/ Planning resources table with students and have them do a review of what each offers them as a tool for finding the right career fit. Nebraska Career Connections is a totally FREE resource that is highly recommended for use by career and technical education students and teachers.

CAREER EXPLORATION & PLANNING		
Website	Type of Resources Available	Produced & Sponsored By
Nebraska Career Connections www.nebraskacareerconnections.org	Education and career planning resources for students, parents, educators, adults and employers. Students can explore career options, search for colleges, find out about applying for college, tuition, scholarships & financial aid, and create an e-portfolio and resume.	Nebraska Departments of Education and Labor, Nebraska VR, and Partnerships for Innovation.
Nebraska H3 Reports: https://bit.ly/neH3	Information on High Wage, High Demand, High Skill jobs in Nebraska. Top H3 occupations are identified on the home page. Reports can be generated by each Nebraska Economic Development Region and also statewide. Reports include H3 Report, Nebraska Economic Industry Report and All Career Clusters Report, Jobs can be searched by Job Title or SOC Code.	Nebraska Departments of Education, Labor and Economic Development
O*NET OnLine www.onetonline.org	Occupation information: knowledge, skills, abilities, Career Interest profile, job outlook and wages	U.S. Department of Labor, Employment and Training Administration (sponsor) Developed by the National Center for O*NET Development
My Next Move www.mynextmove.org/	Condensed version of information from O*NET OnLine	
Occupational Outlook Handbook www.bls.gov/ooh/	Nationwide data on occupation pay, work environment, job outlook, similar occupations, and more	Bureau of Labor Statistics
Nebraska Reality Check https://www.education.ne.gov/nce/career-readiness-videos/	Lifestyle cost information and occupations in corresponding wage range	Nebraska Department of Education

IN-DEPTH		
Website	Type of Resources Available	Produced & Sponsored By
CareerOneStop www.careeronestop.org	Variety of resources related to career planning, job training, and job searches	U.S. Department of Labor, Employment and Training Administration (sponsor)
GetMyFuture (section of the CareerOneStop website) www.careeronestop.org/GetMyFuture	Resources tailored to students and young adults such as career exploration, information on finding education and training programs, and how to conduct a successful job search.	U.S. Department of Labor, Employment and Training Administration (sponsor)

Instructions: Question 1 may be answered by watching **all** three sections of the virtual industry tour.

1. List eight careers mentioned during the virtual industry tour:

1. **Outreach and Education Coordinator**
 2. **Health Educator**
 3. **Community Health Worker**
 4. **Social and Community Service Manager**
 5. **Program Director**
 6. **Outreach Director**
- Business Account Manager, Family Support Worker, Service Specialist**

Instructions: The following questions are specific to the Rape Domestic Abuse Program section of the virtual industry tour.

2. What are the duties of the outreach and education coordinator?

- **Public relations**
- **Talk to the community and students of all ages**
- **Bring awareness to abuse and sexual assault**

3. Health educators and community health workers work in a variety of settings including?

1. **Hospitals**
2. **Nonprofit organizations**
3. **Government**
4. **Doctors' offices**
5. **Private businesses**
6. **Colleges**

4. Employment of health educators and community workers is projected to grow 21% by 2030*. What factors might contribute to this increase?

*Nebraska employment trends, 2020-2030 from <https://www.onetonline.org/>.

Answers will vary, but might include:

- **Increased population means more human needs**
- **Increasing size of the aging population**
- **Increasing demand for substance abuse and mental health treatment**

5. Based on the information provided in the tour, what Nebraska Career Readiness skills should a successful outreach and education coordinator demonstrate?

Answers will vary, but might include:

- **Analytical skills: ability to collect and analyze data in order to evaluate programs and determine needs of the community**
- **Instructional skills/public speaking skills: ability to teach, lead programs, and facilitate discussions with people of all ages**
- **Interpersonal skills: ability to listen effectively and demonstrate cultural sensitivity**
- **Problem-solving skills: ability to think creatively about how to improve the health of the community and to solve problems such as budget or response from the public**

Instructions: The following questions are specific to The Bay section of the virtual industry tour.

6. What is The Bay?

- **Non-profit organization that provides a positive place and activities for youth. Includes a skate park, coffee shop and music venue**

7. What are the job responsibilities of a social and community service manager?

- **Plan, direct or coordinate the activities of a social service program or community outreach organization**

8. What tangible needs does The Bay provide?

- **Food**
- **Diapers**
- **Transportation to school**
- **Help applying for college, jobs, scholarships and housing**
- **Basic need items**

9. What are the job responsibilities of a community health worker?

- **Provide information on available resources, social support and informal counseling.**
- **Advocate for individuals and community health needs**

10. Based on the information provided in the tour, what skills should a successful social and community service manager demonstrate?

Answers will vary, but might include:

- **Analytical skills: monitor and evaluate programs to determine needs of the clients**
- **Communication skills: communicate with people of all ages**
- **Interpersonal skills: ability to communicate with staff and community about programs**
- **Problem-solving skills: managers must address client, staff and organization related issues as they occur**
- **Time-management skills: prioritize and handle multiple tasks**

Instructions: The following questions are specific to the Nebraska VR section of the virtual industry tour.

11. What service does Nebraska VR provide?

- **Helps people with disabilities find and keep a job by matching them with local employers that have hiring needs**

12. What are the duties of the business account manager?

- **Learn about the needs of the local employers**
- **Foster relationships with employers to help match people with jobs**
- **Screen, recruit, interview and help place workers through community outreach**

13. How could Nebraska VR help their clients prepare for and land the job?

Answers will vary, but might include:

- **Resume: Teaching clients how to construct a cover letter and resume**
- **Interview: Conducting a practice interview for the client**
- **Skills: Training the client so he or she has some practical skills that would be useful in the desired job**

14. What is the average annual salary of a community health worker?

\$38,850

15. What is the number one indicator that a person should consider the Human Services Career Cluster?

- **He or she truly likes helping people**

Instructions: Answer the following question after watching all the videos in this virtual industry tour.

16. Which of the careers introduced in the virtual industry tour best fits your skill set and interests? Explain.

- **Answers will vary**



ABOUT THIS PROJECT

The virtual industry tours provide a unique opportunity for students, parents and job-seekers to experience Nebraska-based industries without leaving the home or classroom.

The videos showcase different businesses and industries in each of the sixteen Career Clusters plus Entrepreneurship in the Nebraska Career Education Model. In addition to the tour of the business or industry, the videos also contain interviews with employees and managers discussing work requirements, education levels, salary and job prospects. The videos provide an accurate picture of today's workplace, breaking down stereotypes and assumptions while emphasizing the knowledge and skills required to be successful.

The teacher and student guides are designed to enhance student learning for each virtual tour. For the students, a guided notes worksheet is included to help them record important information about the career cluster. The teacher's guide includes a lesson plan complete with anticipatory set, introductory questions, and discussion questions to follow the virtual tours.

Discussion Guides and Career Readiness Resources are available at:
WWW.NEBRASKACAREERCLUSTERS.COM/RESOURCES



It is the policy of the Nebraska Department of Education not to discriminate on the basis of sex, disability, race, color, religion, marital status, age, national origin, or genetic information in its educational programs, admission policies, employment, or other agency programs.

This project was funded through the Strengthening Career and Technical Education for the 21st Century Act (Perkins V), administered through the Nebraska Department of Education. However, the contents do not necessarily represent the policy of the United States Department of Education, and you should not assume endorsement by the Federal Government.