



Community Services Worker +Internship

The Community Services Worker + Internship (CSW+I) diploma program at triOS is 46 weeks. It includes an 8-week internship. Community Services Workers 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.

In addition to completing a full range of theory-based and practical courses, students will graduate with several highly recognized certifications that strengthen their employability and prepare them for work across diverse community settings. These include Verbal Intervention training through the Crisis Prevention Institute, Trauma and Violence-Informed Care certification from the Canadian Public Health Association, Positive Space Training through the SafeZone Project, Naloxone Administration certification, Helping Trafficked Persons certification from the Government of Ontario, Accessibility for Ontarians with Disabilities Act training, and St. John's Ambulance Standard First Aid and Level C CPR certification. These credentials ensure that graduates are well-equipped to support clients safely and effectively and meet the standards expected by employers in social service and community care environments.

Program Benefits

- ✓ Half-Day Classes
- ✓ Job Placement Assistance
- ✓ Industry Certifications
- ✓ Qualified Instructors

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

Career Readiness and Professional Skills

Student Success Strategies, Digital Literacy for Professionals, Career Planning & Preparation 1 & 2, and Standard First Aid/CPR

Mental Health and Psychology

Introduction to Mental Health for Community Service Workers, Introduction to Psychology, and Lifespan Psychology and Development.

Addictions and Applied Practice

Working with Substance Use and Business Communications

Family and Community Work

Community Services in Canada, The Canadian Family Dynamic, Sociology, and Criminology

Counselling Studies

Counselling, Group Work and Human Relations, and Research and Populations at Risk



Certifications

Verbal Intervention, Trauma and Violence Informed Care, Positive Space Training, Naloxone Administration, Helping Trafficked Persons, Accessibility for Ontarians with Disabilities Act, and Standard First Aid/CPR/WHMIS

Employment and Wage Outlook for Careers in this field:



*Employment Rate based on 2023 contactable triOS graduates employed in a related field within 12 months. Source: workingincanada.gc.ca

NOC Code: 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

Support Worker
Group Home Worker
Outreach Worker
Client Service Worker
Well-Being Counsellor
Peer Support Worker
Shelter Counsellor

Employers Who Have Hired triOS Grads



Some Other Employers Include:

- Youth Action Centre
- Family Lifeline Counseling
- VON Canada
- Council on Drug Abuse (CODA)
- Pioneer Youth Services

"I was recently asked what the most important thing my instructor taught me. My answer: to have confidence in myself and to trust that there are always people in my corner!"

-Anne E.,
triOS College Addiction Worker Graduate

Community Services Worker

NOC Code: 4212/42201

Diploma Program Length:

46 Weeks

Student Success Strategies
Digital Literacy
Career Planning Preparation - Level 1
4 Weeks

Working with Addictions
Business Communications
Counselling
8 Weeks

Criminology
Community Services in Canada
The Canadian Family Dynamic
8 Weeks

Group Work and Human Relations
Introduction to Mental Health
Introduction to Psychology
8 Weeks

Lifespan Psychology and Development
Sociology
Research and Populations at Risk
8 Weeks

Career Planning and Preparation - Level 2
1 Week

CPR/First Aid
1 Week

Community Services Internship
8 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 detail regarding admissions requirements.

Advanced Standing Policy:

Similar to 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. The course will address strategies that are important for all adult learners, such as managing finances, maintaining health and wellness, understanding learning styles, setting goals, and honing practical study skills (such as memory, reading, and test-taking techniques). In addition, this course emphasizes strategies needed to succeed in your program, such as navigating technology efficiently, interacting and engaging with peers and facilitators/instructors, and managing learning time and space.

Digital Literacy for Professionals

This course introduces you to the fundamental concepts and principles of learning and working in a digital environment. This course covers the following elements: using devices and handling information, creating and editing information, communicating and collaborating, and being safe and responsible online. This course will also cover proper naming conventions and folder organization.

Career Planning & Preparation – Level 1

This course will introduce you to and provide practice in using the tools required for a successful job search. The concepts covered in this course will help you maintain a career-focused approach throughout your studies so that you are better prepared to conduct a job search after graduating. Specifically, you will learn how to identify your soft and hard skills and how to articulate your abilities in a clear and concise Elevator Pitch that will appeal to employers and resonate with industry contacts. You will learn about the job search resources available to you including using career websites, creating LinkedIn profiles, accessing the “hidden” job market, and networking. You will examine sample résumés and cover letters and begin the process of creating your own professional résumés and cover letters that align with current conventions for content, organization, and formatting. You will also learn about the role of references, thank you letters, workplace philosophies, and strategies for success, including maintaining a professional image and using proper etiquette when communicating with potential employers and industry contacts.

Working With Substance Use

This course provides you with a comprehensive understanding of substance use, integrating both theoretical and practical perspectives. You will analyze various theories explaining substance use, assess the effects of drugs and alcohol on the body and mind, and critique treatment theories to develop personal ethical standards. The course emphasizes the prevention of substance use at primary, secondary, and tertiary levels. Related to this, you will develop realistic prevention plans for at-risk populations and assist individuals and their families in navigating the addiction treatment system. This course equips you with the knowledge and skills to effectively address addiction and support recovery.

Business Communication

This course emphasizes the necessity of sound business communication skills in social services. You will learn to objectively compile pertinent information, identify steps and guidelines for effective communication, and apply the best practices of letter, report, and proposal writing. The course also assesses the value of verbal communication in social services. Upon completion, you will employ verbal and non-verbal communication skills needed to prepare documents in adherence to agency policy and the CASW Code of Ethics, draft specific case notes, and write proper referrals for clients and agencies. This course equips you with the essential skills to perform appropriately in documentation and communication tasks within a social service agency.

Counselling

In this course, you will develop an in-depth understanding of client-centred counselling practices. You will adopt a client-centred approach using techniques from the four skill clusters of counselling. The course covers analyzing client needs through the four stages of counselling and integrating objectivity into personal counselling practices. You will internalize these values and principles of counselling, evaluate the code of conduct, and develop in-depth knowledge of legal responsibilities. Additionally, the course emphasizes self-awareness through journaling, self and peer feedback, reflective questions, and role-playing exercises. This course equips you with the essential skills and knowledge to effectively practice client-centred counselling.

Criminology

This course introduces you to criminology theories and perspectives and their application in intervention strategies and victim services. You will assess personal, societal, and global risks for criminal involvement and outline key stakeholders in the criminal justice system at federal, provincial, and municipal levels. The course emphasizes creating accurate and appropriate intervention and reintegration plans, recommending strategies that incorporate criminology theories, and navigating services and agencies to assist clients. You will maximize the use of available resources, appraise the impact of personal beliefs, and learn how to best advocate for clients at different government levels.

Community Services in Canada

This course introduces you to the principles of social work in Canada, exploring the nature of the welfare state and discussing both direct and indirect practices. You will apply the Code of Ethics for the Canadian Association of Social Workers (CASW) and develop insights into social concerns affecting various at-risk populations, including seniors, children and youth, women, persons with disabilities, Indigenous peoples, sexually diverse populations, and minority groups. Utilizing main theoretical approaches, you will produce original ideas to combat social problems, prepare and present best practice plans, employ sound proposal writing methods, and instruct others on current best practices for different populations at risk in the community. This course provides an introduction to social work principles in Canada, focusing on the welfare state, ethical practices, and social concerns for at-risk populations.

The Canadian Family Dynamic

This course provides an in-depth understanding of the contemporary Canadian family dynamic, focusing on connections between groups, systems, and institutions. You will identify risk and protective factors within family systems and integrate observations of current family experiences and generational patterns. The course emphasizes practical skills, including assessing structural and individual concerns in family systems, evaluating risk assessments for families at risk of violence, poverty, and/or separation, implementing harm reduction strategies and intervention programs, and investigating the socialization and historical context of clients to better assist families in alleviating social concerns. Through this comprehensive approach, you will be equipped to support and strengthen diverse family systems in Canada.

Group Work & Human Relations

This course provides you with an in-depth exploration of group dynamics and the importance of interdependence within groups. It emphasizes proficiency in working effectively within co-operative learning groups, appreciating the benefits of controversy in group processes, applying proper problem-solving skills, and using appropriate controversy procedures. Additionally, you will focus on facilitating personal growth through increased self-awareness. By the end of the course, you will exhibit a thorough understanding of group dynamics, demonstrate effective collaboration skills, and apply strategies to enhance group performance and personal development. This course equips you with the essential skills to thrive in co-operative learning environments and beyond.

Introduction to Mental Health for Community Service Workers

This introductory course provides you with a comprehensive understanding of mental health within the context of social services and emphasizes analyzing legal and ethical considerations to better serve consumers. You will organize symptoms of mental health diagnoses using DSM IV/DSM V criteria, comprehend medical terminology, and research social service agencies that utilize the recovery model. You will apply recovery principles to support mental health concerns, create recovery-based program plans, relate evidence-based practices to various diagnoses and symptoms, and complete proper assessments and program plans using the recovery model. This course equips you with the essential knowledge and skills to effectively support individuals in the mental health field.

Introduction to Psychology

This course provides you with a comprehensive overview of the brain and central nervous system, analyzing aspects such as circadian rhythms, sensation and perception, stress responses, substance use, and mental illness therapies. You will explore the interplay of genetics, personality, and environment in individual development. The course emphasizes the scientific method, including steps in scientific research, ethical considerations, and benefits of proper application. You will apply these steps to explore a topic of interest in social psychology. This course encourages the use of psychological understanding to improve lives, compare and contrast conditioning types in learning and behaviour modification, and measure their effectiveness.

Lifespan Psychology & Development

This course provides you with a comprehensive overview of lifespan psychology development, focusing on both typical and atypical development across physical, cognitive, emotional, social, and personality domains. You will evaluate theoretical perspectives of development throughout the lifespan, recognize signs of atypical development, and map key milestones and socialization aspects from infancy to old age. The course emphasizes encouraging positive development, assessing delayed development, and understanding vulnerabilities. You will apply theoretical perspectives to enhance positive development in clients and educate others on effective strategies for promoting healthy development throughout the lifespan. This course equips you with the knowledge and skills to support individuals at various stages of life.

Sociology

This course provides you with a comprehensive understanding of sociological perspectives, focusing on how social forces shape our everyday lives. You will recognize conditions that encourage sociological thinking about global issues and problems. The course covers main frameworks sociologists use to examine society, including functionalist (how society's parts work together), conflict (how power and inequality shape society), interactionist (how people interact and create meaning), and feminist (how gender shapes social structures, interactions, and power dynamics). You will also identify the principles of the scientific method, including objectivity, problem formulation, and hypothesis testing, and summarize ethical concerns in applying sociological perspectives. Practical skills include implementing strategies for the sociological development of communities, investigating the impact of sociological study on social work practice, employing sociological research in developing community programs, and recommending proper community development based on sociological theories.

Research and Populations at Risk

This course provides a comprehensive overview of case management, from exploring standards of practice and community-focused supports through applying case management processes to a range of populations (for example, seniors, immigrants, unhoused). The importance of effective documentation and ethical practices is emphasized. The course covers the legal and ethical obligations of a case manager, highlighting the need for objectivity in obtaining information. Through practical exercises, you will discriminate between proper and improper case management styles, implement best practices in client program planning, and develop effective and measurable program plans for populations at risk. This course covers case management standards, ethical practices, and effective program planning for at-risk populations.

Career Planning & Preparation – Level 2

Learning materials designed to further students' understanding of essential concepts and principles of career planning and preparation will be delivered through Brightspace using visually engaging HTML templates. These templates include dynamic features such as flip cards, tabs, carousels, and important note boxes to create an interactive and engaging learning experience. Advanced interactive components, like short animations and videos, may be developed using a range of authoring tools. Assignments and professional performance evaluations will be conducted within the Brightspace platform, ensuring a seamless and integrated assessment process.

Standard First Aid/CPR/WHMIS

This course provides you with comprehensive CPR training. It includes the latest first aid and CPR guidelines and meets federal and provincial regulations for Standard First Aid and CPR Level C. The course includes the following topics: preparing to respond; the EMS system; check, call, care; airway emergencies; breathing and circulation emergencies; first aid for respiratory and cardiac arrest; wound care; head and spine injuries; bone, muscle and joint injuries; sudden medical emergencies; environmental emergencies; and poisons. The WHMIS section of this course teaches you the basic elements of WHMIS 2015 and the Global Harmonization System. This covers the safety measures and guidelines to be followed when exposed to or working with hazardous materials.

Community Services Worker Internship

Upon successful completion of classroom hours of this program, you will be placed in an 8-week, 200-hour internship at an outside organization. You will have the opportunity to apply your new and developed skills in a real-world environment. Community Services Workers administer and implement a variety of social assistance programs and community services, and assist clients to deal with personal and social problems. Internship hosts include social service and government agencies, mental health agencies, group homes, shelters, substance abuse centers, school boards, correctional facilities, and other establishments.

