

Mutual Help Groups Organization And Development

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this new edition looks at the many recent changes in the arena of human services organizations

abstract a reference text for managers and administrators of state federal and local programs services workers and for the interested public details the silent revolution in public accountability that is taking place in human service agencies throughout the us and promotes mechanisms for accountability assurance to provide the best public services possible topics include the characteristics significance and elements of accountability and its practice creating external and internal environments conducive to accountability private vs public accountability guidelines for developing an outcome monitoring system and an overview of public accountability in the 1980 s yardsticks of management performance a listing of us client outcome monitoring specialists and pertinent references are appended wz

a fantastic book a major contribution stories of transformative leadership in the human services is an extraordinary book by two highly accomplished social work educators and consultants based on years of experience in the classroom and in the field steve burghardt and willie tolliver blend their best practices into a pedagogically creative and lively text that students and human service professionals alike will find engaging and invaluable social service agencies and workers are under siege especially now in our global economic crisis but this book is guaranteed to help in the struggles ahead for a more humane and just social service practice robert fisher university of connecticut author of the people shall rule acorn community organizing and the struggle for economic justice vanderbilt university press 2009 a must read for directors executives funders and board members given today s economic climate there may not be funds for the hiring of consultants read stories of transformative leadership in the human services and engage as an organizational team in their activities instead you your staff and the culture of the organization will be transformed as ghandi said be the change you want to see the paradigm that burghardt and tolliver introduce will have you do just that claudette c faison cofounder and president of ny youth at risk inc certain to excite and inspire both students entering the human services field and seasoned non profit professionals stories of transformative leadership in the human services why the glass is always full is the first full length leadership book to focus on the unique challenges of the public and non profit executive manager and educator written in a lively story telling style the book develops a leadership model for those who inspire without bonuses and seek a powerful legacy through people s lives authors steve burghardt and willie tolliver convey the stories of two social service agencies struggling to survive in a world of shrinking budgets increasing needs and lack of resources while both agencies are run by hard working managers one is in constant crisis mode racial tensions that simmer and boil over professionals who end up exhausted and overeating after a crisis filled day every day while the other operating with no greater resources lacks tension and turmoil as its managers respond to similar demands and client needs using real life vignettes drawn from actual experiences the stories distill important lessons and unfold in a powerful manner that will resonate with any professional asked to work harder with a smaller budget questions woven through each story connect to the book s more theoretical material on leadership personal mastery and community building steve burghardt msw phd and willie tolliver msw dsw are professor and associate professor of social work at the city university of new york cuny hunter college school of social work and partners in the leadership transformation group llc authors of numerous works on organizational

change and strategic development they are award winning teachers of human behavior policy and community organization they have worked with thousands of human service and educational staff on new models of leadership personal well being spirituality collaboration in times of crisis and how to sustain conversations on race and oppression for lasting change at work and in one s life please visit their website askltg com

now in its third edition effectively managing human service organizations continues to provide invaluable advice for achieving managerial success ralph brody dissects and diagnoses common workplace dilemmas arming practicing managers with the skills to implement positive changes in their organizations while retaining much of the valuable information from the previous editions the third edition adds up to date information and ideas to chapters on developing leadership planning strategically solving organizational problems addressing challenging employee situations monitoring financial statements improving internal and external communications and obtaining funding from private foundations easy to read the book contains hundreds of real life examples and specific guidance in developing skills necessary to manage large and small organizations

part two deals with conceptual organisational and policy issues chapter three tackles the issues of identity and education what is it what is social work and what is the relationship between them chapter four briefly dips into organisational theory and then explores the difficulties and contradictions of computerising a hybrid part rational part natural systems organisational structure policy issues are explored in chapter five

managing the challenges in human service organizations a casebook offers current and aspiring human service managers a view into the kinds of experiences they will likely encounter to better prepare them for the world they are about to enter the cases are inspired by real situations and are designed to encourage students to determine how they would act and work towards a resolution of the dilemmas presented key features simulates administrative dilemmas through cases that offer different aspects of agency administration and replicate aspects of actual practice levels the learning field for students entering graduate human service management programs with different managerial experiences orients students to the challenges of management by helping them develop mental models linked to the values of client centered administration helps students develop a beginning sense of competence and understanding of managerial work while refining their analytic skills offers the opportunity for repeated learning opportunities using different analytical frameworks supplements fieldwork by providing more time to reflect and consider a broader array of alternatives than is found in most field experiences intended audience this book is ideally suited as a supplemental text for advanced undergraduate and graduate courses in social work and counseling as well as a much needed reference for human services supervisors and practitioners

organizational change in the human services looks at the context of organizational change describes

how individuals and systems change and pinpoints keys to successful change author rebecca proehl then presents a proven model of organizational change built on lessons learned from both the public and private sectors but tailored for human service organizations

this work brings together material of relevance to a wide range of courses in evaluation policy analysis social services and welfare and planning equal opportunity and affirmative action workers should also look at this media information australia need assessment has grown in popularity in recent years as a tool to inform decision makers the purposes of this book are to present the primary social science research techniques used in need identification e g client surveys key informant interviews and to provide a framework for understanding and integrating this information in a need assessment emphasis is placed on convergent analysis and social marketing models of assessment actual examples from human service and education need analysis are used effectively throughout the book need analysis is directed to students in human services social sciences and education who are studying for careers that involve administrative and research duties it is also for administrators and researchers in school mental health and similar organizations who conduct or act upon need assessments

how can human service agencies make use of the ordinary people relatives friends neighbours pastors who help each other do human service agencies have anything to offer them considering they do a good job on their own the authors present a thorough examination of the problems benefits history goals and potentials of such collaboration the breadth of experience of working with informal helpers that is presented in this book and the categories and strategies that are discussed will be an invaluable complement to discussion about similar work in this country it is a challenging book especially to professionals and agencies british journal of social work 1982 this work is a valuable

workers in human service organisations often find work with clients relatively manageable but struggle to work effectively with their employing agency particularly when translating professional values and a client centred approach to practice working with human service organisations provides students and human service workers with a range of tools to assist them to reflect and act critically and creatively within organisations in part one the current context for workers and organisations is examined in relation to organisational theory and practice theory in part two a model for integrated practice is proposed to enable students to make connections between their professional training and the aims and structures of the organisation

this landmark volume is the first to give a comprehensive assessment of the field of social work today it covers the most pertinent topics of investigation in the subject and is written by an international team of highly regarded researchers

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