

A woman with dark hair, wearing a blue patterned button-down shirt, is sitting at a table and looking down at a laptop. A man with short dark hair, wearing a blue sweater over a light blue collared shirt, is sitting next to her, also looking at the laptop. They are in a bright, modern cafe or office setting with other people blurred in the background.

# HELPING PROFESSIONS

A Guide to Paths and Programs in

**HUMAN SERVICES**

## WANT TO MAKE A DIFFERENCE IN PEOPLE'S LIVES?

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Many people have a desire to help others. From one-on-one therapy to coaching to community activism. From private practice to nursing homes to corporations. From individuals to families. From mental health to athletic performance.

The career fields that need professionals dedicated to helping people are varied and rewarding. This Human Services guide can help you find a path—and a degree program—that aligns with your goals for collaborating with other professionals to create policies and programs that encourage communities to grow and thrive.

Still exploring the ways you want to make a difference in the lives of others? Ask your Enrollment Counselor about our other guides that can help you explore paths and programs in:

- Behavioral Health
- Leadership and Performance
- Education and Research
- K-12 Settings





# HUMAN SERVICES

In the most general terms, human services professionals help people navigate challenges or chronic situations and provide guidance to allow people to move forward with their lives and regain self-sufficiency.

## *Challenges include:*

- Unemployment
- Loss of income
- Hunger and homelessness
- Depression
- Temporary disability
- Mental or physical health crises

## *Populations served include:*

- Children and families
- Seniors
- Homeless
- Immigrants
- People with disabilities
- People with addictions
- Veterans





## HUMAN SERVICES VS. SOCIAL WORK: *What's the Difference?*

<i>Human Services</i>	<i>Social Work</i>
Focus on advocacy at a community level.	Focus on advocacy at a client level.
Act as first responders in assessing family and individual situations and finding resources to help.	Work directly with families and individuals (when licensed).
Serve as case managers, program coordinators, or directors/supervisors of social welfare agencies.	Serve as social workers, case managers, or researchers.

The average pay for social and community managers is \$64,680 per year.\*

SOURCE: Bureau of Labor Statistics, 2017.

\* Disclaimer: Many factors, including field of study, age, experience, and geography, can affect job offers, salaries, promotions, or other career growth. Capella does not guarantee its graduates will experience any particular career outcome.



# *Degrees for a Career in* **HUMAN SERVICES**

## MASTER OF SCIENCE IN HUMAN SERVICES, *Leadership and Organizational Management Specialization*

### *Focus*

Prepare to effectively lead change in communities and across diverse institutions.

### *What You'll Learn*

Multi-disciplinary approach to decision making and promoting collaboration among various stakeholders within the public service field.

How research informs the delivery of human services, with particular emphasis on advocacy, legal and ethical issues, and working with culturally diverse populations.

### *Related Job Titles to Explore\**

- Social services manager
- Program director, children and family services
- Director of child welfare services
- Adoption services manager

### *Related Employment Settings to Explore*

- Individual and family services
- Nursing and residential care facility
- Community and vocational rehabilitation service
- Shelter

NOTE: These programs are not designed to meet licensure requirements for the counseling or social work professions.



## *Degrees for a Career in* **HUMAN SERVICES**

### MASTER OF SCIENCE IN HUMAN SERVICES, *Program Evaluation and Data Analytics Specialization*

#### *Focus*

Prepare to make data-driven decisions and formulate insights that drive positive change within communities and organizations.

#### *What You'll Learn*

How to conduct valid, reliable, and ethical program evaluations, utilize data analytics, and effectively manage organizations.

Human services theory, research, practice, skills, and ethics.

#### *Related Job Titles to Explore\**

- Program analyst\*\*
- Management analyst\*\*
- Data analyst\*\*
- Social services manager

#### *Related Employment Settings to Explore*

- Individual and family services
- Executive, legislative and other general government support
- Private for-profit social service company
- Nonprofit organization



## *Degrees for a Career in* **HUMAN SERVICES**

### MASTER OF SCIENCE IN HUMAN SERVICES, *Social and Community Services Specialization*

#### *Focus*

Prepare to empower and advocate for individuals and communities in for-profit, nonprofit, or government settings.

#### *What You'll Learn*

Coordination and management of direct service programs to best meet the needs of diverse stakeholders within the community.

How to promote community engagement, advocacy, and collaboration in for-profit, nonprofit, and government organizations.

#### *Related Job Titles to Explore\**

- Program manager
- Community outreach manager
- Adoption services manager
- Vocational rehabilitation manager

#### *Related Employment Settings to Explore*

- Individual and family services
- Continuing care retirement facility
- Private for-profit social service company
- Nonprofit organization





# *Degrees for a Career in* **HUMAN SERVICES**

## DOCTOR OF HUMAN SERVICES, *Advanced Program Evaluation and Data Analytics Specialization*

### *Focus*

Advanced study in the use of Big Data trends and models to drive decision-making and collaboration to effect positive change in communities and organizations.

### *What You'll Learn*

How to develop and demonstrate your understanding of organizational performance and effectiveness through the use of data analytics, reporting solutions, and information technology policies and processes used in the field of human services.

Skills in advanced program evaluation and design along with funding and management strategies to address human services trends.

### *Related Job Titles to Explore\**

- Program analyst\*\*
- Management analyst\*\*
- Data analyst\*\*
- Executive director

### *Related Employment Settings to Explore*

- Individual and family services
- Continuing care retirement facility
- Private for-profit social service company
- Nonprofit organization





# *Degrees for a Career in* **HUMAN SERVICES**

## DOCTOR OF HUMAN SERVICES, *Leadership and Organizational Management Specialization*

### *Focus*

Development of advanced leadership skills that can help transform organizations and empower culturally diverse communities for change.

### *What You'll Learn*

How to increase organizational effectiveness through strategic planning, evidence-based best practices, and outcome measurement.

Knowledge and skills in negotiation and mediation, conflict management, and multidisciplinary collaboration to become an effective leader in human services.

### *Related Job Titles to Explore\**

- Program director, children and family services
- Director of child welfare services
- Social services director
- Executive director

### *Related Employment Settings to Explore*

- Individual and family services
- Nonprofit organization
- Government—local, state, federal
- Private for-profit social service company



## *Degrees for a Career in* **HUMAN SERVICES**

### PhD IN HUMAN SERVICES, *Multidisciplinary Human Services Specialization*

#### *Focus*

Advanced study in community leadership.

#### *What You'll Learn*

A multidisciplinary approach to solve complex social problems, create innovative solutions, and facilitate change that incorporates research and practice.

The theory and practice of change leadership, program development and management, strategic planning, research, and ethics.

#### *Related Job Titles to Explore\**

- Director of human services
- Behavioral specialist/consultant
- Community programs director
- Adjunct, part-time, or full-time faculty

#### *Related Employment Settings to Explore*

- Child welfare/children's services agency, such as a group home
- Criminal justice/correction facility, such as a prison
- Health care organization, such as a nursing home
- Land-based or online college or university



# *Degrees for a Career in* HUMAN SERVICES

## PhD IN HUMAN SERVICES, *Social and Community Services Specialization*

### *Focus*

Advanced study in social issues related to public service leadership.

### *What You'll Learn*

Knowledge of contemporary issues impacting social work and community services as well as skills to lead social change at community, state, and national levels.

### *Related Job Titles to Explore\**

- Executive director
- Director
- Administrator
- Adjunct, part-time, or full-time faculty

### *Related Employment Settings to Explore*

- Community organization, such as a homeless shelter
- Public interest group
- Child welfare/children's services, such as a county health department
- Land-based or online college or university

\*These are examples intended to serve as a general guide. Because many factors determine what position an individual may attain, Capella cannot guarantee that a graduate will secure any specific job title. Note: Some positions require licensure and/or other designations. We encourage you to research requirements for your job target and career goals. Check state licensure requirements. The license to practice as a professional psychologist or counselor is regulated independently in each state or province. Learners who intend to seek licensure or certification should check the program requirements in the state or province in which they hope to practice.

\*\* This related job title is based on Capella's research into potential future market trends. Markets change and industries can rapidly evolve. Learners bear the responsibility for understanding job demand for their field of study.



## WHY CAPELLA?

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- Degree programs designed around industry standards.
- Learning experiences that you can apply immediately in the field.
- Up-to-date curriculum and knowledgeable faculty who are industry experts.
- The most direct path to your goals with 24-hour access to online courses for the ultimate flexibility.
- An affordable education with many financial support options.



# WHAT SETS CAPELLA APART?

## *Accredited Degree Programs Aligned to Industry Standards*

The following programs have professional accreditation:

- Capella University's PhD in Counselor Education and Supervision, MS in Mental Health Counseling, MS in School Counseling, and MS in Marriage and Family Counseling/Therapy programs are accredited by the American Counseling Association's Council for Accreditation of Counseling and Related Educational Programs (CACREP) through March 31, 2020.
- The MS in Marriage and Family Counseling/Therapy program at Capella University is accredited by the Commission on Accreditation for Marriage and Family Therapy Education (COAMFTE), 112 South Alfred Street, Alexandria, Virginia 22314; 703.838.9808, [coa@aamft.org](mailto:coa@aamft.org).
- Capella University's Master of Social Work programs are accredited by the Council on Social Work Education's (CSWE) Commission on Accreditation. CSWE is recognized by the Council for Higher Education Accreditation as the sole accrediting agency for social work education in the United States.

Coursework incorporates industry standards in the following programs:

- The specialization courses in Capella's Master of Science in Psychology, Applied Behavior Analysis specialization are approved by the Behavior Analyst Certification Board (BACB).
- The Master of Science in Addiction Studies program includes a course in supervision and program management along with 300 hours of internship to complement your academic coursework. This incorporates common International Certification & Reciprocity Consortium requirements that states have set for credentialing examinations.

Capella University is accredited by the Higher Learning Commission ([hlcommission.org](http://hlcommission.org)), a regional accreditation agency recognized by the U.S. Department of Education.

## WHAT SETS CAPELLA APART?

### *The Most Direct Path to Your Goals*

Our approach to education is designed around the critical skills, knowledge, theories, and abilities — or competencies — required to master the subject matter in your degree program. You gain the relevant competencies you need to advance your career, and in the most efficient way.

### **FLEXPATH™**

FlexPath, Capella's self-paced learning format, lets you work at your own pace and use the knowledge you've gained in your profession to move quickly through familiar subjects—potentially saving you time and money.

FlexPath is currently available for the following Master of Science in Psychology specializations:

- Child and Adolescent Development
- Educational Psychology
- General Psychology
- Industrial/Organizational Psychology
- Sport Psychology







# WHAT SETS CAPELLA APART?

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## *Relevant Curriculum*

Capella's programs are designed by scholar-practitioner faculty who are experts in their field, and developed around the latest standards in the field to ensure you'll gain the most relevant skills and knowledge you need to succeed in your career.

## *Expert Faculty*

Most faculty members hold a doctoral degree and have expertise gained through relevant experience in their field.

### *Counseling*

All core faculty members in the counseling department have a doctoral degree and many work as licensed practitioners, school psychologists, school counselors, marriage and family therapists, professional counselors, alcohol and drug abuse counselors, registered play therapy supervisors, and psychologists.

### *Psychology*

All psychology faculty members have graduate degrees and many work as clinical, industrial, and organizational professionals

### *Social Work*

All social work faculty members have a doctoral degree and are licensed social workers both in advanced generalist practice and clinical social work.

### *Human Services*

All human services faculty hold doctoral degrees. Our experienced instructors consult with regional, national, and international public service organizations and government agencies.

# SUPPORT THROUGH YOUR PROGRAM REQUIREMENTS

Your program may present challenges—and Capella offers the support you need to successfully meet them. As you work to complete your degree requirements, Capella will provide you with support resources that are well suited to help you reach all of your short- and long-term academic and career goals. Here's just some of the support you'll receive along the way:



## Enrollment Counselors

These folks are superstars—we hear it from our students (and grads), and you'll feel it from your first call or chat. They'll help you find your program fit, navigate the admissions process, and get started.



## Academic Tutoring

Want to boost your performance? This team provides one-on-one support for academic skills, specific subjects, and more.



## Financial Aid Counselors

First they listen. Then they act—for you. Running the numbers, exploring ways to save, and making the financial stuff a lot less complicated.



## Doctoral Support

A doctoral degree takes special effort. It's why our doctoral programs are carefully designed for success. And it's why this team offers guidance on a whole other level—from first course to dissertation.



## Academic Coaches

This team is all about keeping you on track. They'll help you understand your program requirements, answer your questions—and root for you all the way.



## Career Center

For this team, it's way more than resumes and interview tips. It's about thoughtful and strategic career planning—from your first day at Capella. And long after you graduate.

# SUPPORT THROUGH YOUR PROGRAM REQUIREMENTS

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## Student Community

You're not alone at Capella. Find a community of classmates to give support, provide guidance, and share tips.



## Military Support

The best way to honor your service? Demystifying your complex benefits and helping you make the most of what you've earned.



## Disability Services

Need access, accommodations, or technology? These advocates will make it happen. And if you need a steady hand to guide you across the stage at graduation? They'll be there for that, too.



## Library and Writing Support

Need help finding resources or honing your writing skills for a paper or other coursework? The Capella Library and Writing Center are here to help.



## Affordability

Capella offers a per-credit cost with a variety of ways to make your degree even more affordable.



## Tech Support

Tech happens. So you'll have 24/7 access to live, actual human beings who'll help you get the most out of your learning technology.



## AFFORDABILITY

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Capella offers a per-credit cost with a variety of ways to make your degree even more affordable.



### *Scholarships*

Capella offers several scholarship opportunities for new students to save on their degree. And the best part: scholarships never need to be paid back.

### *Employer tuition reimbursement*

Many employers offer tuition reimbursement to their employees—even those without a formal program. Check with your HR department or manager to see if you are eligible.

### *Transfer credits*

Reduce the time and cost of finishing your degree by maximizing your transfer credits.

### *Military discount*

Capella offers a discount of 10 to 15 percent to veterans, service members, and their spouses.

### *Employer and association discounts*

Tuition discounts from Capella-affiliated employers, colleges, and professional associations can help make your degree more affordable.



# RESOURCES

ONLINE LEARNING AT CAPELLA  
SCHOLARSHIPS FOR NEW STUDENTS  
TAKE A FREE TRIAL COURSE  
LEARN MORE ABOUT CAPELLA



## *Ready to learn more?*

Call an Enrollment Counselor:  
**1.888.933.5819**

## *Ready to get started?*

Apply now and we'll waive your  
\$50 application fee when you  
use code **Guide1**.

Important information about the educational debt, earnings, and completion rates of students who attended these programs.

ACCREDITATION: Capella University is accredited by the Higher Learning Commission.  
HIGHER LEARNING COMMISSION: <https://www.hlcommission.org>, 800.621.7440  
CAPELLA UNIVERSITY: Capella Tower, 225 South Sixth Street, Ninth Floor,  
Minneapolis MN 55402, 1.888.CAPELLA (227-3552)

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