



Human Services Career Cluster

Cluster Knowledge and Skill Statements

The following Cluster (Foundation) Knowledge and Skill Chart provides statements that apply to all careers in the Human Services Cluster. Persons preparing for careers in the Human Services Cluster should be able to demonstrate these skills in addition to those found on the Essential Knowledge and Skills Chart. The Pathway Knowledge and Skill Charts are available in separate documents.

Cluster Topic HMC01	ACADEMIC FOUNDATIONS: <i>Achieve additional academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within a career cluster.</i> <i>No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.</i>
Cluster Topic HMC02	COMMUNICATIONS: <i>Use oral and written communication skills in creating, expressing and interpreting information and ideas including technical terminology and information.</i> <i>No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.</i>
Cluster Topic HMC03	PROBLEM-SOLVING AND CRITICAL THINKING: <i>Solve problems using critical thinking skills (analyze, synthesize, and evaluate) independently and in teams. Solve problems using creativity and innovation.</i> <i>No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.</i>
Cluster Topic HMC04	INFORMATION TECHNOLOGY APPLICATIONS: <i>Use information technology tools specific to the career cluster to access, manage, integrate, and create information.</i> <i>No additional statements in this topic beyond those found in the Essential Knowledge and Skills Chart.</i>
Cluster Topic HMC05	SYSTEMS: <i>Understand roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. Identify how key organizational systems affect organizational performance and the quality of products and services. Understand global context of industries and careers.</i>
HMC05.01	Apply principles of planning, design, development, and evaluation when creating professional programs to accomplish long-range goals.
HMC05.01.01	Design programs or activities to meet specific organizational and professional development needs.
<i>Sample Indicators</i>	Document that programs and activities effectively address needs.
HMC05.02	Select and employ available human resources to accomplish team objectives in the human services setting.
HMC05.02.01	Accomplish team objectives using available human resources.
<i>Sample Indicators</i>	Document that team objectives have been met.



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Provide professional development opportunities for improvement.

Cluster Topic HMC06	SAFETY, HEALTH AND ENVIRONMENTAL: <i>Understand the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. Follow organizational policies and procedures and contribute to continuous improvement in performance and compliance.</i>
HMC06.01	Describe, assess, and demonstrate rules and laws which should be followed in a human services setting to promote occupational safety and health.
HMC06.01.01	Demonstrate knowledge of rules and laws designed to promote safety and health and their rationale.
<i>Sample Indicators</i>	Identify key rights of employees related to occupational safety and health. Identify the responsibilities of employers related to occupational safety and health. Explain the role of government agencies in providing a safe workplace.
HMC06.01.02	Demonstrate methods to correct common hazards.
HMC06.01.03	Demonstrate personal and group health and safety practices.
HMC06.01.04	Implement procedures to protect the health and safety of all individuals.
HMC06.01.05	Manage the physical and social environment to reduce conflict and promote safety.
HMC06.01.06	Follow regulations and organizational policies and procedures to assure a safe and healthy environment.
Cluster Topic HMC07	LEADERSHIP AND TEAMWORK: <i>Use leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.</i>
HMC07.01	Model behaviors that demonstrate support for the organization's mission and ensure quality service in order to provide quality human services to clients.
HMC07.01.01	Develop organizational priorities that reflect the organization's mission.
<i>Sample Indicators</i>	Assist in setting organizational priorities to ensure quality.
HMC07.01.02	Establish working relationships with all levels of personnel.
<i>Sample Indicators</i>	Use interpersonal skills to build effective working relationships.
HMC07.01.03	Develop culturally competent practices that are sensitive to cultural, religious, disability, and gender issues.
<i>Sample Indicators</i>	Set up and/or participate in workshops relating to cultural, religious, disability, and gender issues specific to human services careers. Develop service guidelines with other co-workers .
HMC07.01.04	Maintain working relationships with all levels of personnel.
Cluster Topic HMC08	ETHICS AND LEGAL RESPONSIBILITIES: <i>Know and understand the importance of professional ethics and legal responsibilities.</i>
HMC08.01	Model ethical and legal conduct while working in the human services industry.



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HMC08.01.01 Comply with legal requirements to assure appropriate conduct.
Sample Indicators Assess and document legal compliance.

HMC08.01.02 Adhere to recognized ethical standards to inspire confidence.
Sample Indicators Assess and document adherence to ethical standards.

HMC08.01.03 Maintain compliance by seeking ethical and legal guidance from appropriate sources.
Sample Indicators Document, review, and resolve ethical and legal conflicts.

HMC08.02 Demonstrate actions that comply with legal requirements for personal liability to guide personal conduct in the human services setting.

HMC08.02.01 Prevent personal liability by following legal requirements.
Sample Indicators Assess adherence to appropriate personal liability requirements.

Cluster Topic HMC09 EMPLOYABILITY AND CAREER DEVELOPMENT: *Know and understand the importance of employability skills. Explore, plan, and effectively manage careers. Know and understand the importance of entrepreneurship skills.*

HMC09.01 Explain written organizational policies, rules and procedures to help employees perform their jobs.

HMC09.01.01 Locate appropriate information on organizational policies in handbooks and manuals.

Sample Indicators Identify the contents of various organizational publications.
Select the appropriate document(s) as reference for the situation.

HMC09.01.02 Discuss how specific organizational policies and rules influence a specific work situation.

Sample Indicators Locate and identify specific organizational policy, rule or procedure to assist with a given situation.

Explain specific organizational policy, rule or procedure to improve a given situation.

Cluster Topic HMC10 TECHNICAL SKILLS: *Use the technical knowledge and skills required to pursue the targeted careers for all pathways in the career cluster, including knowledge of design, operation, and maintenance of technological systems critical to the career cluster.*

HMC10.01 Describe and apply technical knowledge and skills required to be successful in careers in the human services area.

HMC10.01.01 Practice skills in a chosen career path to gain familiarity with technical processes.

Sample Indicators Maintain successful employment.
Establish an entrepreneurial enterprise.

HMC10.02 Select and use cost effective resources to assist with planning the delivery of human services.

HMC10.02.01 Practice skills in a chosen career path to gain familiarity with technical processes.

Sample Indicators Appropriately use resources.

