



## Human Services Program Technical Standards

Students enrolled in the Human Services Program should be able to meet the established technical standards identified below. The technical standards for the Human Services Program are representative of those found in the Human Services profession.

Ability	Standard	Examples (not inclusive)
<b>Physical</b>	<b>Student must have sufficient:</b> <ul style="list-style-type: none"> <li>• Endurance, strength, mobility, balance, flexibility and coordination to perform client activities (which range from office related work to field work to client interactions).</li> </ul>	<ul style="list-style-type: none"> <li>• Sit, stand, walk and maintain balance at varying intervals</li> <li>• Bend, stretch, squat, twist, kneel and reach</li> <li>• Finger and manual dexterity (squeeze, grasp, twist, pinch, and manipulate small objects)</li> </ul>
<b>Communication</b>	<b>Student must have effective:</b> <ul style="list-style-type: none"> <li>• Verbal communication</li> <li>• Nonverbal communication</li> <li>• Written communication</li> <li>• Electronic communication</li> </ul> <b>Student must be able to:</b> <ul style="list-style-type: none"> <li>• Interact appropriately with clients, peers and leadership</li> <li>• Interpret and convey information</li> <li>• Speak, read, write, comprehend, interpret, and document information</li> <li>• Recognize nonverbal behavior</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to discuss and ask questions regarding client care with client, family, and care team</li> <li>• Ability to convey information in a clear, professional and timely manner</li> <li>• Listen and respond to others in an accepting and respectful manner</li> <li>• Discuss details and ask questions regarding client care</li> <li>• Listen and respond to others in a nonjudgmental, respectful manner</li> <li>• Awareness of non-verbal communication</li> <li>• Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information</li> </ul>
<b>Safety</b>	<b>Student must be able to:</b> <ul style="list-style-type: none"> <li>• Apply knowledge, skills and experience to provide a safe work environment</li> </ul>	<ul style="list-style-type: none"> <li>• Work in an environment with potentially combative clients</li> <li>• Demonstrate adherence to safety guidelines and regulations</li> <li>• Recognize potentially hazardous conditions and take appropriate actions</li> <li>• Identify and resolve unsafe situations</li> </ul>



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Ability	Standard	Examples (not inclusive)
		<ul style="list-style-type: none"> <li>• Be familiar with and follow emergency procedures</li> </ul>
<b>Critical Thinking</b>	<b>Student must have sufficient critical thinking and problem solving skills to:</b> <ul style="list-style-type: none"> <li>• Reason, analyze and synthesize data/information in a timely manner</li> <li>• Problem solve and make decisions in a timely manner</li> <li>• Apply knowledge, skills and experience to determine best/safe practice</li> </ul>	<ul style="list-style-type: none"> <li>• Apply broad concepts to client situations</li> <li>• Concentrate to perform client-related tasks</li> <li>• Recognize the need to consult with other care professionals</li> <li>• Plan and prioritize activities alone and with others</li> <li>• Anticipate needs for procedures, provider and client, and respond appropriately</li> <li>• Ability to problem solve complex situations while maintaining a professional demeanor</li> <li>• Review and understand written documents such as client charts and provider records.</li> </ul>
<b>Professionalism</b>	<b>Student must demonstrate the ability to:</b> <ul style="list-style-type: none"> <li>• Establish effective relationships</li> <li>• Display cross-cultural competency, integrity, moral reasoning, ethical behaviors and concern for others</li> <li>• Show respect for diverse populations</li> <li>• Work cooperatively with all professional teams</li> <li>• Adapt to changing environments inherent in human services practice</li> </ul>	<ul style="list-style-type: none"> <li>• Exhibit positive interpersonal skills in all interactions</li> <li>• Maintain confidentiality</li> <li>• Demonstrate appropriate impulse control and professional level of maturity</li> <li>• Recognize appropriate boundaries in relationships with client and colleagues</li> <li>• Demonstrate ability to work as a team member</li> <li>• Demonstrate ability to cope with stressful situations</li> <li>• Display integrity, honesty, respect, reliability and accountability</li> <li>• Accept and utilize constructive feedback to enhance personal and professional growth</li> <li>• Work independently and in team</li> <li>• Respond to challenging situations while maintaining composure and professionalism</li> </ul>



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*Gateway Technical College is committed to providing access and equal opportunity for all. Reasonable accommodations are provided for all education services, programs, and activities for individuals with disabilities. Students must be able to demonstrate these abilities with or without reasonable accommodations. Accommodations are determined and provided by disability support services. For more information related to the accommodations process, please visit <https://www.gtc.edu/campus-life/learning-success/disability-support-services>*

Student's Name (printed) \_\_\_\_\_

Student's Name (signed) \_\_\_\_\_

Date \_\_\_\_\_