

**St. Petersburg College
Human Services Program
Essential Functions**

The following are essential functions of St. Petersburg College's Human Services Program, including:

- Associate in Science degree in Social and Human Service ([HUS-AS](#))
- Addiction Studies Certificate ([ADS-CT](#))
- Maternal and Child Health Applied Technology Diploma ([MCHL-ATD](#))
- Youth Development Professional Certificate ([YDPF-CT](#))

Students who graduate from this program will, with or without accommodations, meet these minimum requirements. For the purpose of the Human Services Program, a "Qualified individual with a disability is one who, with or without reasonable accommodation or modification, meets the essential eligibility requirements for participation in the program."

Human Services is a practice discipline with cognitive, sensory, affective, and psychomotor performance requirements. Based on those requirements, a list of "Essential Functions" has been developed. Each standard has an example of an activity or activities that a potential student will be required to perform while enrolled in the human services program. These standards are a part of the professional role expectations for human services workers.

These essential functions should be used to assist students in determining whether they can meet the criteria for completing the program, using accommodations or modifications if necessary. Students who identify potential difficulties with meeting the essential functions must communicate their concerns to the college advising staff and program director. The student has the obligation to identify and document the disabling condition with a St. Petersburg College Accessibility Coordinator and to ask for appropriate accommodations.

St. Petersburg College makes no pre-admission inquiries concerning an applicant's disabling condition. Information related to an applicant's disabilities is not a part of the information reviewed by the College. Determination is made on an individual basis as to whether or not any accommodations or modifications can be reasonably made.

*In order to achieve professional entry-level competencies, students must possess or develop the following skills:

SPC HUMAN SERVICES PROGRAM ESSENTIAL FUNCTIONS:

ISSUE	ESSENTIAL FUNCTION	EXAMPLES OF REQUIRED ACTIVITIES (Not all inclusive)
Critical Thinking	Critical thinking and cognitive ability needed for problem-solving, good judgment, and effective performance in the field of human services.	<ul style="list-style-type: none"> * Identify cause-effect relationships in work situations. * Assess client's condition and needs using both objective and subjective criteria common to the field * Critically self-evaluate performance, accept constructive criticism in a professional manner, and be responsible for improving performance. * Develop and implement an individualized client treatment plan. * Evaluate and assess outcomes of treatment/interventions. * Formulate and defend sound principles of human services practice. * Anticipate and consider consequences of actions. * Establish priorities, organize a workload and manage time in order to complete tasks within allotted time.

<u>ISSUE</u>	<u>ESSENTIAL FUNCTION</u>	<u>EXAMPLES OF REQUIRED ACTIVITIES</u>
Communication	Communication abilities sufficient for interaction with others in verbal and written form.	<ul style="list-style-type: none"> * Have sufficient English language abilities to understand printed and verbal instructions as well as written communications. * Comprehend and respond to both formal and colloquial English, by person-to-person, telephone, and written communication. * Communicate concisely and courteously. Adaptive assistance such as an interpreter, and electronic tools such as email, may be used to facilitate communication for individuals with a hearing and/or speech impairment. * Interact with the client in order to converse, advise, develop rapport, and gain cooperation and trust. * Interview clients. * Appropriately assess nonverbal as well as verbal communication with other students, faculty, staff, clients, family and other professionals. * Legibly write client history and case notes in electronic or hand format. * Document own actions and client responses as indicated. * Conduct or participate in meetings. * Read and comprehend technical and professional textbooks, journals, handbooks, and manuals.

<u>ISSUE</u>	<u>ESSENTIAL FUNCTION</u>	<u>EXAMPLES OF REQUIRED ACTIVITIES</u>
Professional Skills	Professional abilities sufficient for effective performance in the human services field.	<ul style="list-style-type: none"> *Follow written and verbal directions *Work independently and with others and under time constraints *Prioritize requests and work concurrently on at least two different tasks *Maintain alertness and concentration during a normal work period. *Learn and abide by professional standards of practice. *Possess attributes that include compassion, empathy, altruism, integrity, honesty, responsibility and tolerance. *Be able to engage in client care delivery in all settings and be able to deliver care to all client populations including but not limited to children, adolescents, adults, individuals with disabilities, and vulnerable adults.
Mobility	Physical abilities sufficient to maneuver safely in and around work and community areas.	<ul style="list-style-type: none"> * Engage with client for extended periods of time, often requiring prolonged sitting or repeated position change. * Move independently within class and community venues as required to complete assignments. * Utilize various computer hardware and software, use of a keyboard or adaptive equivalent, word processing, spreadsheets and databases.

<u>ISSUE</u>	<u>ESSENTIAL FUNCTION</u>	<u>EXAMPLES OF REQUIRED ACTIVITIES</u>
Hearing	Auditory abilities (independent, amplified, or interpreted) sufficient to monitor and assess client needs, and to provide a safe environment.	<ul style="list-style-type: none"> * Comprehend and quickly respond to verbal instructions. * React to monitor alarms, emergency signals, and cries for help.
Visual	Visual ability sufficient for observation and assessment necessary in the care of clients.	<ul style="list-style-type: none"> * Can observe the client in order to assess non-verbal responses, and physical condition and/or needs. * Can detect visual changes in physical surroundings such as approach of humans or animals, weapons, objects or paraphernalia, etc. * Can accurately read letters and numbers in fine print. * Can view, read, and physically manipulate client's record information in a variety of formats, including paper-based records, handwritten documentation, computerized data, and typed reports.
Mental Health & Stability	Mental and Emotional health sufficient to respond to and maintain relationships with clients and colleagues.	<ul style="list-style-type: none"> * Exhibit social skills necessary to interact with clients, families, supervisors, and co-workers of the same or different cultures such as respect, politeness, tact, collaboration, teamwork, discretion. * Focus attention, thoughts, and efforts on clients for varying periods of time. * Function safely and calmly under stressful situations.

<u>ISSUE</u>	<u>ESSENTIAL FUNCTION</u>	<u>EXAMPLES OF REQUIRED ACTIVITIES</u>
Mental Health & Stability (continued)		<ul style="list-style-type: none"> * Perform multiple tasks while establishing priorities in a limited time-frame. * Maintain composure while managing multiple tasks simultaneously. * Maintain emotional control with others. * Tolerate and react calmly to stressful situations. * Display attitudes/actions consistent with the ethical standards of the profession. * Possess the psychological health required for full use of abilities and respond to others in a collegial manner * Be able to recognize emergency situations and take appropriate actions. * Maintain mature, sensitive, and effective relationships with clients, students, faculty, staff and other professionals under all circumstances, including highly stressful situations. * Have the emotional stability to function effectively under stress and to adapt to an environment that may change rapidly without warning and in unpredictable ways.

If a student cannot demonstrate the abilities identified above, it is the responsibility of the student to request an appropriate accommodation with Disability Resources. Please contact Ray Hollowell, Accessibility Coordinator, at the SPC Gibbs Campus, AD Building, Room 118E; (727) 341-4316; hollowell.ray@spcollege.edu. Determination of a reasonable accommodation will be made on an individual basis and the accommodation cannot fundamentally alter the nature of the program offered, impose an undue hardship, or jeopardize safety.

*These performance standards were approved by the St. Petersburg College
Human Services Program Advisory Committee*