

HUMAN SERVICES CAREER SNAPSHOT

BOOST YOUR PROSPECTS

Explore your options and set career goals

Build your networks

Gain experience

Fine tune your job search skills

Show initiative and stand out

For further ideas access [JCU Job Ready](#)

Human Services

The **Bachelor of Arts** with a major in **Human Services** equips students with a diverse range of skills with many career options. According to the [Australian Community Workers Association](#) (ACWA), a person employed within the Human Services area has the title of community worker. They are a qualified professional who has the knowledge, skills and values to work in an agency or program intended to facilitate and/or ensure the social inclusion and economic participation of individuals, groups, families, or communities.

Community workers empower and support their clients to maximise their potential and achieve their goals; they promote and advocate for social justice, the foundation of community work.

Practically, community workers provide services, support, activities, information and referral to those in need of assistance. They link people with appropriate services, government departments, groups, communities, and/or each other. Working within the Human Services arena as a community worker is about assisting individuals, groups, families, and communities to become empowered to enable their own social development.

Retrieved from [ACWA – Getting Started in Your Career](#), September 2020



Retrieved from [Job Outlook, September 2020](#)

Employability

Community Work is a self-regulated profession which means practitioners do not need a licence to practice in the sector, however they can choose to register with a professional association as this can increase a worker's employability; and may be a requirement for employment in some positions.

Practitioners often work with vulnerable clients, therefore mandatory pre-employment screening such as police, and working with children checks are standard.

Career Paths

Common occupations within the community worker sector are as follows:

- Support Worker - aged care, disability, community, youth, etc.
- Child Protection Practitioner
- Counsellor (trauma, student, financial, etc.)
- Crisis Intervention Worker

- Domestic and Family Violence Worker
- Drug and Alcohol Worker
- Housing Officer
- Juvenile Justice Officer
- Multicultural Support Officer
- Outreach Worker
- Parole or Probation Officer
- Residential Care Worker

Retrieved from [ACWA – Getting started in your career](#), September 2020.

Over 4900 JCU Alumni detail Human Services in their [LinkedIn](#) profiles. The top ten employers of JCU Alumni are:

- James Cook University
- Queensland Health
- Australian Government Department of Human Services
- Queensland Department of Education
- Department of Health and Human Services, Victoria
- Mater
- Department of Child Safety, Youth and Women
- Accenture
- TAFE Queensland
- Microsoft

Retrieved from [JCU LinkedIn](#), September 2020.

The JCU LinkedIn alumni provides information on current and past employers and positions held by Human Services graduates.

Job Opportunities

Currently the highest ranked industry for employed people in our region is Health Care and Social Assistance. In Townsville over 17,000 are employed in this industry area and in Cairns, 21,000.

Retrieved from [Labour Market Information Portal, Employment by Industry - Cairns Townsville](#) September 2020.

For job opportunities check the following online job boards

- [Queensland Government Graduate Portal](#)
- [Australian Public Service Graduate Programs](#)
- [Seek](#)
- [CareerOne](#)
- [JCU Careerhub](#)

For job opportunities in the community sector check:

- [ACWA Job Central](#)
- [Ethical Jobs](#)
- [Australia Pro Bono](#)
- [Australian Government Job Active](#)
- [Queensland Government Jobs](#)

Professional Associations

Students are encouraged to investigate Professional Associations relevant to the discipline of Human Services and to consider student memberships.

Membership in a professional organisation is a clear signal to employers about commitment to a student's area of interest and professional development.

The benefits of membership include access to industry news, job vacancies, networking, conferences and other professional development opportunities.

The [Australian Community Workers Association](#) (ACWA) states that membership or eligibility for membership of a professional association is becoming an industry standard for state and local government and not-for-profit organisations within the recruitment process. In community services this is especially true for certain fields like child protection.

Internships

An internship is a component of the final year, SP2 core subject, [BA3000: Arts Edge](#).

Internships are designed to offer students practical experience to enhance their knowledge and skills plus gain exposure to the breadth of services offered by the employer. They are an opportunity to develop your professional networks and gain work experience in your field of interest.

Some internships are competitive and applicants need to demonstrate initiative and competence.

To gain a competitive edge, Bachelor of Arts students may seek to undertake additional internships or work experience during their studies. Internship opportunities are advertised on employer websites and social media sites, online job boards and Graduate Directories.

Vacation programs are also an opportunity to increase skills and

professional development and are a constructive filler for the long summer break.

Check out:

- [GradConnection](#)
- [GradAustralia](#)
- [Australian Government](#)
- [Queensland Government](#)
- [Australian Community Workers Association](#)

Or search online for more opportunities.

Volunteer Work

Volunteering is a great way to form professional networks, develop work skills and stand out from the crowd. Many employers value evidence of volunteer work.

Volunteering enables students to experience different work environments plus demonstrate their values and the causes they care about. Students are recommended to consider:

- Volunteering for opportunities presented through their degree
- Becoming a [JCU Student Mentor](#)
- Becoming involved in community organisations, particularly in areas related to Human Services.

Opportunities are advertised through:

- [FNQ Volunteers](#),
- [Volunteering North Queensland](#),
- [Townsville Community Information Centre Community Directory](#),
- [Cairns City Council Community Directory](#),
- [Homeless Connect](#),
- [Indigenous Community Volunteers](#),
- [Australian Youth Mentoring Network](#),
- [Lifeline Telephone Crisis Supporter](#).

- You may wish to consider becoming a [Justice of the Peace](#).

Further Study Options

Honours

An Honours year is available to high-achieving BA Human Services major students. It consists of extra study and the development of a personal research project and thesis.

An Honours degree enables you to explore a topic in greater depth and demonstrates to employers, academic achievement and advanced research and

writing skills. It is usually essential for entry into Higher Degrees by Research.

Visit the [Bachelor of Arts handbook](#) for eligibility information.

Postgraduate Research

Graduates interested in a career in **research and/or academia** have generally undertaken an Honours year in the field of study in which the graduate has majored.

This is typically followed by further graduate research study, either Masters or PhD. Higher Degrees by Research comprise of a program of supervised original research in a chosen discipline.

Completing a JCU Higher Degree by Research will give you an internationally recognised research qualification and advanced transferable skills enabling you to contribute to original knowledge in your field of research.

Visit www.jcu.me/find-an-advisor for information on research interests of JCU staff and Higher Degree by Research Advisors.

Graduate Programs

Graduate programs are structured professional development positions offered by large organisations and government departments. Candidates are usually recruited throughout their final year of study for commencement in the following year.

Most graduate programs will be tailored towards one type of degree, but larger organisations will run several different graduate programs in different parts of their business.

It's worth keeping an open mind; the core business of an organisation may not appear to have relevance to Human Services, however, investigate deeper into the graduate programs on offer and you may discover an exciting opportunity not previously considered.

For instance, KPMG, a professional services firm known for audit and assurance, tax and advisory, has a Health, Ageing and Human Services Group which assists government agencies, health services and care providers via service system redesign projects, evaluation and program reviews.

Programs are advertised through employer websites and social media accounts and via online job boards and the graduate recruitment directories:

- [GradAustralia](#)
- [GradConnection](#)