

# HUMAN SERVICES CAREER SNAPSHOT

## Study Opportunities

Considering studying Human Services at JCU? Then check out: [Human Services - JCU Australia](#)

## Clarify your study goals

Prepare yourself for the new world of work by exploring the careers that match your skills and interests. [The Good Careers Guide](#)

## Graduate Opportunities

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 facilitate the social inclusion, economic participation and wellbeing 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.

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.

*Retrieved from [ACWA – About community work](#), December 2022*

Common roles within the community worker sector are as follows:

- Case management
- Assessment
- Counselling
- Team management
- Project management
- Referrals
- Advocacy
- Crisis support and intervention

Fields of Practice include Disability services, Ages Care, Family and Children's services, Child Protection, Youth, Alcohol and Other Drugs, Community Development, Mental Health and Family Violence.

*Retrieved from [ACWA – A Guide to Community Work in Australia](#), January 2024.*

## 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 Coursework

The Bachelor of Arts lays the foundation for many professions which can be accessed via postgraduate study **such as social work and teaching**.

Visit [JCU Postgraduate courses](#) for availability and further course details.

### 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.

For information on research interests of JCU staff and HDR advisors, visit [research.jcu.edu.au/portfolio/find-an-advisor](https://research.jcu.edu.au/portfolio/find-an-advisor)

## Employment Data

### JCU Alumni (graduates) on LinkedIn

The James Cook University LinkedIn page provides information on over 1500 JCU Alumni who have listed Human Services in their [LinkedIn](#) profiles.

Investigate their LinkedIn profiles to identify their career paths following completion of their studies, including job titles and current and past employers of Human Services graduates.

The top employers of Human Services graduates listed on LinkedIn include:

- Australian Government Department of Human Services
- Queensland Health
- Queensland Department of Education
- James Cook University
- KPMG

*Retrieved from [JCU LinkedIn](#), January 2024.*

## Work Experience

An **industry placement** is an option in the final year, SP2 core subject, [BA3000: Arts Edge](#).

Industry placements 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. Opportunities are advertised on employer websites and social media sites, online job boards and Graduate Directories such as:

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

## 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.

## 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 Directory - volunteering](#)
- [Cairns Community Directory - volunteering](#)
- [Homeless Connect](#)
- [Australian Youth Mentoring Network](#)
- [Lifeline Telephone Crisis Supporter](#)

## Professional Associations

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

Membership in a professional organisation is a clear signal to employers about commitment to your 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.

## Job Opportunities

Currently the **highest ranked industry for employed people** in our region is Health Care and Social Assistance. 12,800 (f/t) 9,500 (p/t) people in the Townsville region and 13,300 (f/t) 8,500 (p/t) people in the Cairns region are employed in this industry area.

Retrieved from [Labour Market Information Portal](#), Employment by Industry December 2022.

Researching job vacancy listings will give you an understanding of the range of employment **opportunities** for Arts graduates with a major in Human Services.

For job opportunities check the following online job boards

Community sector:

- [ACWA Jobs](#)
- [Ethical Jobs](#)
- [Queensland Government Jobs](#)
- [APS Jobs](#)
- [Indigenous Employment Australia](#)

General sites

- [JCU CareerHub](#)
- [Seek](#)
- [LinkedIn Jobs](#)
- [CareerOne](#)

Graduate Recruitment sites

- [Queensland Government Graduate Portal](#)
- [Australian Public Service Graduate Portal](#)
- [Prosple](#)
- [GradConnection](#)

## 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.

**Graduate programs are advertised** through employers' own websites and social media channels (e.g. [Australian](#) and [Queensland](#) and other state government graduate portals). Also, through the graduate recruitment sites:

- [Prosple](#)
- [GradConnection](#)

## JCU Careers Resources

As a student, consider accessing JCU Careers resources and be job ready by developing your Employability skills

[Careers and Employability - JCU Australia](#)

Build your employability skills and fine tune your Application Skills

- **Resumes**
- **Application documents**
- **Interviews**
- **LinkedIn**



For further ideas access [Career Ready Plan](#)