

# HR

## CONTINUING EDUCATION & WORKFORCE DEVELOPMENT

### HUMAN SERVICE EXPLORATION: DSS

This course covers skills and strategies designed to provide employability skills training and career exploration for the role of Income Maintenance Caseworker within the Division of Social Services agencies. The course is linked to HSE 3220 Income Maintenance Caseworker- NCFAST. Fee waivers may be available to those who qualify.

#### To Register Must Provide

- Original Driver's License, State Issued Identification Card, or Passport
- Social Security Card - must be signed and not laminated
- Names must match on ALL documents
- Official transcript provided within 60 days of enrolling

#### Cost

Registration - \$125

Supplies - \$35

**TOTAL - \$160**

#### Course Outline

- History/overview of the Department of Social Services (DSS) and its NCFAST data entry system
- Technology awareness (data entry and keyboarding skills)
- Interviewing skills
- Workplace success skills
- Customer service
- General DSS and NCFAST terminology
- Basic navigation skills in the NCFAST system
- WorkKeys assessments

#### Textbook Details

No textbook required. Handouts provided in class