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Navigating Human Service Organizations, Third Edition: Essential Information for Thriving and Surviving in Agencies

Rich Furman, Margaret Margaret

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Since its very inception, social work has been considered an organizationally based profession, with the majority of its workforce employed within formal organizations. Whether in nonprofit, for-profit, or governmental agencies, the practical realities of human service organizations are a central element of professional social work. This book explores the climate and culture of these agencies and provides essential information for surviving and thriving in this setting. It prepares students for their future careers so that they will feel empowered in their work and be able to fulfill their responsibilities toward organizational, community, and social change. Using real-life examples, the authors examine the internal structures of management, financing, and supervision and discuss common conflicts between agencies and professionals. The book's straightforward tone and practical advice make it an asset to anyone entering human service organizations.

This new edition contains updated examples, case studies, and references. It also contains valuable information on the effects of the recent financial crisis on human service organizations. Agencies now face increased caseloads and more complex social problems with fewer resources and less money. Understanding how these events have changed the nature of human service organizations will allow students to be better prepared for the work ahead of them.

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