



# **Navigating Human Service Organizations: Essential Information for Thriving and Surviving in Agencies**

*By Rich Furman, Margaret Gibelman*

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## **Navigating Human Service Organizations: Essential Information for Thriving and Surviving in Agencies** By Rich Furman, Margaret Gibelman

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 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.

Features: Expanded content on the practical aspects of organizational theory and suggestions for developing leadership skills; Updated examples, case studies, and references throughout the book; Key points and discussion questions following each chapter; Updated instructor's manual available online as a PDF or Word document;



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### **Editorial Review**

#### **Review**

This volume offers knowledge about an often underappreciated area of social work practice. It discusses social workers roles within organizations, promotes an understanding of how human service organizations function, and shows readers how to apply this knowledge in their professional practice. --VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations 19(3)

#### **About the Author**

Rich Furman (MSW, University of Pennsylvania; PhD, Yeshiva University) is professor of social work at the University of Washington, Tacoma, with more than ten years experience in both direct practice and administration. Professor Furman has published over 100 scholarly articles, books, and chapters and in 2011 was awarded the University of Washington, Tacoma's distinguished researcher award.

Margaret Gibelman (MSW, Rutgers University; DSW, Adelphi University; d. 2005) was executive director of the Lupus Foundation of America and the National Association of School Psychologists and was the associate executive director of the Council on Social Work Education. Professor Gibelman was the director of the doctoral program at the Wurzweiler School of Social Work, Yeshiva University and worked in the human services as a clinician, supervisor, educator, and manager.

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