

**Chapter 01: Defining the Human Service Professional**

1. Most human service programs are at what level of education?

- a. Associate's or Bachelor's Degree
- b. Bachelor's or Master's Degree
- c. Master's Degree
- d. Doctoral Degree

ANSWER:

a

2. Which of the following is a job title in Human Services?

- a. Case Worker
- b. District Attorney
- c. Police Officer
- d. Hygienist

ANSWER:

a

3. Which of the following is one of the 12 skills standards important to the work of the human service professional?

- a. Monitoring service attendance
- b. Administrative services
- c. Assess patient vitals
- d. Crisis intervention

ANSWER:

d

4. Which role organizes client and community support to provide needed services?

- a. Behavior changer
- b. Broker
- c. Data manager
- d. Mobilizer

ANSWER:

d

5. Which of the following are you likely to see human service professionals focus on?

- a. Complementary work
- b. Problem-focused work
- c. Working with the unconscious
- d. Emphasizing the past

ANSWER:

b

6. Which of the following associations serves mainly psychologists?

- a. American Psychiatric Association (APA)
- b. American Association of Marriage and Family Therapists (AAMFT)
- c. American Counseling Association (ACA)
- d. National Association of Social Workers (NASW)

ANSWER:

a

7. Which of the following professionals tend to have doctoral-level licensure?

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- a. Psychologist
- b. Professional Counselor
- c. Licensed Clinical Social Worker
- d. Licensed Marriage and Family Therapist

ANSWER:

d

8. Which of the following associations is mainly for social workers?

- a. National Social Workers Association (NSWA)
- b. Higher Social Workers Association (HSWA)
- c. National Association of Social Workers (NASW)
- d. American Social Workers Association (ASWA)

ANSWER:

c

9. Which of the following associations is mainly for counselors?

- a. American Association of Marriage and Family Therapists (AAMFT)
- b. American Counseling Association (ACA)
- c. National Organization for Human Services (NOHS)
- d. American Assistance Counseling Association (AACA)

ANSWER:

b

10. Which of the following associations is mainly for couple and family counselors?

- a. American Marriage and Family Therapy Association (AMFTA)
- b. American Association of Marriage and Family Therapists (AAMFT)
- c. National Organization for Human Services (NOHS)
- d. American Counseling Association (ACA)

ANSWER:

b

11. Which professionals can prescribe medications in all 50 states?

- a. Psychiatrists
- b. Psychologists
- c. Psychiatrists and Psychiatric-Mental Health Nurses at the Advanced Practiced Registered Nurse Level
- d. Psychiatric-Mental Health Nurses at the Advanced Practiced Registered Nurse Level

ANSWER:

c

12. Professional associations serve which of the following purposes?

- a. Promote medical awareness
- b. Publish newsletters and journals
- c. Write grants to change legislation
- d. Provide direct services to consumers

ANSWER:

b

13. Which of the following associations is mainly for human service professionals?

- a. National Association of Social Workers (NASW)

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- b. American Human Service Association (AHSA)
- c. National Organization for Human Services (NOHS)
- d. American Psychiatric Association (APA)

ANSWER:

c

14. Which of the following is true about professional organizations?

- a. They are geared mostly toward faculty members.
- b. They are not beneficial to practicing professionals because they only focus on research.
- c. Their mission is to support the professionals and the people they serve through service, advocacy, and continuing education.
- d. They have monthly conferences that members are required to attend to maintain their membership.

ANSWER:

c

15. Which characteristic has been strongly correlated to client change?

- a. Listening
- b. Relationship building
- c. Genuineness
- d. Competence

ANSWER:

b

16. An empathic person is one who:

- a. has experienced the problem of another person.
- b. has dealt with that kind of problem before.
- c. has been certified as being empathic.
- d. can understand the inner world of another person.

ANSWER:

d

17. People who are real and genuine:

- a. have congruent feelings and behaviors.
- b. easily hide their feelings.
- c. always express their feelings.
- d. are always empathic.

ANSWER:

a

18. People who are accepting of others:

- a. like everything a person does.
- b. accept the helpee unconditionally.
- c. accept people with strings attached.
- d. accept the helpee is not at fault for their situation.

ANSWER:

b

19. Cognitively complex people are all but *which* of the following?

- a. More effective with individuals from diverse cultures

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- b. More open-minded and self-reflective
- c. Better able to resolve problems in helping relationships
- d. Strongly fixed in their way of viewing the world

ANSWER:

d

20. Wellness is important for human service professionals because:

- a. it provides a model for understanding people.
- b. it allows them to experience more countertransference.
- c. It can help people to limit stress, burnout, and compassion fatigue.
- d. it inhibits radical acceptance, a form of acceptance that can be detrimental to the helpee.

ANSWER:

c

21. Which ethical guideline relates to professionals staying current with knowledge in their field?

- a. Consultation
- b. Expertness
- c. Confidentiality
- d. Competence

ANSWER:

d

22. The RESPECTFUL Counseling Model can be used to increase Cross-Cultural Sensitivity. What does the C in the model mean?

- a. Cumulative Trauma
- b. Chronological/Developmental Challenges
- c. Cultural Background
- d. Class Background

ANSWER:

b

23. According to the theory of Robert Kegan and William Perry, which quality is consistent with an effective helper?

- a. Being critical
- b. Being dogmatic
- c. Allowing for differing opinions
- d. Having a one-dimensional point of view

ANSWER:

c

24. Human service professional standards say that they are to:

- a. offer services only within their knowledge, skill base, and scope of practice.
- b. know as much as possible about the human condition and work to provide every possible service they can.
- c. work only within their discipline and ignore interprofessional meetings and collaboration.
- d. work to coordinate with all types of professionals and always refer clients to other professionals.

ANSWER:

a

25. Effective human service professionals:

- a. do their work the same way for all people they try to help.

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- b. view life as affording opportunities for growth and transformation.
- c. realize that life is straightforward and formulaic.
- d. listen and then solve all of the person's problems by themselves.

**ANSWER:**

b

26. Which of the following is a congruence in thoughts, feelings, and behaviors?

- a. Empathy
- b. Genuineness
- c. Acceptance
- d. Relationship Building

**ANSWER:**

b

27. Which of the following is understanding the inner world of the client?

- a. Empathy
- b. Genuineness
- c. Acceptance
- d. Relationship Building

**ANSWER:**

a

28. Which of the following is providing positive regard for others?

- a. Empathy
- b. Genuineness
- c. Acceptance
- d. Relationship Building

**ANSWER:**

c

29. Which of the following is directly related to the working alliance?

- a. Empathy
- b. Genuineness
- c. Acceptance
- d. Relationship Building

**ANSWER:**

d

30. Which of the following is a major ethical concern involving mastery and expertise?

- a. Cognitive complexity
- b. Competence
- c. Cross-cultural sensitivity
- d. Wellness

**ANSWER:**

b

31. Which of the following involves being able to take multiple perspectives, which builds empathy and self-awareness?

- a. Cognitive complexity
- b. Competence

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- c. Cross-cultural sensitivity
- d. Wellness

ANSWER: a

32. Which of the following has a model that includes five factors?

- a. Cognitive complexity
- b. Competence
- c. Cross-cultural sensitivity
- d. Wellness

ANSWER: d

33. Which of the following has a model with the acronym RESPECTFUL?

- a. Cognitive complexity
- b. Competence
- c. Cross-cultural sensitivity
- d. Wellness

ANSWER: c

34. Which of the following is a human service professional role that involves helping clients find and use services?

- a. Broker
- b. Consultant
- c. Data manager
- d. Mobilizer

ANSWER: a

35. Which of the following is a human service professional role that involves organizing client and community support to provide needed services?

- a. Broker
- b. Consultant
- c. Data manager
- d. Mobilizer

ANSWER: d

36. Which of the following is a human service professional role that involves seeking and offering knowledge and support to other professionals?

- a. Broker
- b. Consultant
- c. Data manager
- d. Mobilizer

ANSWER: b

37. A psychiatrist and a psychologist both have the same training, but the difference between them depends on where they are employed.

- a. True

Name \_\_\_\_\_ Class \_\_\_\_\_ Date \_\_\_\_\_  
: \_\_\_\_\_ : \_\_\_\_\_ e: \_\_\_\_\_

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b. False

ANSWER:

False

38. One has to be a physician if one is to be a psychiatrist.

a. True

b. False

ANSWER:

True

39. Human service professionals know the limit and scope of their professional knowledge and offer services only within their knowledge, skill base, and scope of practice.

a. True

b. False

ANSWER:

False

40. The eight characteristics of the effective helper are fixed, and unlikely to change.

a. True

b. False

ANSWER:

False