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Human Services Organizational Management

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The current world has developed to be competitive; therefore, leadership skills are essential for both professional and personal development. As such, leadership is a vital function of management in any organization, and it helps in maximizing efficiency and achieving goals. Leadership refers to that process of swaying the undertakings, such as goal setting and accomplishment of either a formal or an informal group (Northouse, 2018). In addition, leadership is considered an essential part of an organization overview. In this context, Medicaid is a social service program that serves the vulnerable population with health care. The main aim of this essay is to discuss the overview of DHHS, the behavioral theory, and how the theory has been applied to render human services in America.

**Overview of the Organization**

Departments of health services in different environments are concerned with the provision of welfare services to populations viewed as vulnerable. It would be responsible for initiating state or federal programs that aim at addressing issues such as homelessness or access to healthcare among the low-income earners in society. In South Carolina, the state Department of Health Services largely focuses on ensuring that the healthcare in the state meets ideal standards, in effect helping protect the state’s vulnerable population. Notably, its mission of ensuring access to the highest quality healthcare to all populations and using the least possible taxpayer funding to achieve this objective has been consequential to the department’s success.

Most importantly, state governments in the United States not only have to develop their own programs to address social issues as is the case with the South Carolina Department of Health Services (SCDHHS), but they also play a critical role in advancing the federal government policies. For instance, Medicaid has always been a federal government welfare program, intended to cushion the vulnerable populations against high costs of healthcare. Consequently, the effort by SCDHHS to develop policies related to the application of Medicaid in different circumstances has been highly consequential to ensuring health care for populations such as those with low levels of income in the State. Collaboration with the national government and other stakeholders in the health industry ensures that the SCDHHS has access to sufficient funding and resources, to guarantee that the healthcare needs in the state are addressed as they should be. However, while the organization has so far been effective in meeting its mandate based on the existing mission statement, the leadership process could also be a key contributor to the successful outcomes.

**Overview of Behavioral Theory**

The behavioral leadership theory is largely focused on a leader’s behavior, and the implications such have on the organizational welfare. A leader who ensures that he actively involves his followers in decision-making could be termed as employing democratic or participative leadership styles. Consequently, such an approach within the context of the provision of health and human services would be ideal, considering that the personnel therein are exposed to different experiences associated with the human services provided by said organization. Most importantly, the behavioral theory is especially critical to understanding leadership behavior, based on the ability for one to predict potential activities in which the members would indulge by considering the implications of a leader’s guidance.

**Application of Theory**

Human services organizations do not always deal with a single issue, but will often require multidisciplinary approaches to address a particular problem appropriately. To this extent, the quality of interaction between the leadership of an organization, and the personnel involved with the interaction with various individuals in society is critical to the outcome of the organization’s intervention programs. For instance, the personnel in the SCDHHS not only has to address various social issues experienced by the South Carolina residents, but they would also need to try and understand the sources of such problems. Social workers may be involved in the provision of support to vulnerable populations, but they would also need some healthcare background, to assist whenever some healthcare perspectives are necessary for the intervention process. Consequently, a management’s inclusivity of all the stakeholders involved in the department through the application of a behavioral leadership approaches, such as participative leadership, could result in an ideal outcome in the department’s activities.

**Value of Behavioral Theory to SCDHHS**

To the SCDHHS, the application of behavioral leadership theories in understanding the organization’s activities could be integral to its ultimate success. However, it remains critical that an evaluation of the theory’s effectiveness helps in determining its net value, for one to understand its effectiveness. For instance, the behavioral approach would include information related to the implications of the theory on the performance of the department in various issues. The quality of policies by the SCDHHS is always a clear indicator of the quality of information shared by employees with the policymakers, or their actual involvement in the development of said policies. In any case, the employees would be actively involved in society to the extent of understanding the policies necessary to address various health issues, which makes them especially important in ensuring appropriate understanding of different health issues.

In conclusion, the application of the behavioral theory in organizational management is of keen interest to anyone involved in analyzing the success experienced by firms in the human services department. The theory considers the leaders as key players in ensuring organizational success, in different endeavors, which in turn places a significant responsibility on organizational leaders. Hence, the successful implementation of various programs within different states is entirely dependent on the level of importance attached to the employees’ and their activities in an organization, by the present leaders. A poor leadership approach would culminate in poor policies, considering that the employees may not be motivated enough to engage in the ideal practice.

References

Northouse, P. G. (2018). *Leadership: Theory and practice*. Sage publications.