

**O*NET OnLine**

Social and Community Service Managers

11-9151.00

Bright Outlook

Updated 2023

Plan, direct, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers.

Sample of reported job titles: Adoption Services Manager, Child Welfare Services Director, Children's Service Supervisor, Clinical Services Director, Community Services Director, Psychiatric Social Worker Supervisor, Social Services Director, Transitional Care Director, Vocational Rehabilitation Administrator

Summary

Details

Custom

Easy Read

Veterans

Español

Contents

Occupation-Specific Information

Tasks

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- ⊕ Establish and oversee administrative procedures to meet objectives set by boards of directors or senior management.
- ⊕ Direct activities of professional and technical staff members and volunteers.
- ⊕ Evaluate the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively.
- ⊕ Participate in the determination of organizational policies regarding such issues as participant eligibility, program requirements, and program benefits.
- ⊕ Prepare and maintain records and reports, such as budgets, personnel records, or training manuals.

Technology Skills

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- ⊕ **Data base user interface and query software** — Client information databases; FileMaker Pro; Microsoft Access 🔥

- **Medical software** — Healthcare common procedure coding system HCPCS; PointClickCare healthcare software
- **Office suite software** — Corel WordPerfect Office Suite; Microsoft Office software 🔥
- **Presentation software** — Microsoft PowerPoint 🔥
- **Spreadsheet software** — Corel QuattroPro; IBM Lotus 1-2-3; Microsoft Excel 🔥



Hot Technologies are requirements most frequently included across all employer job postings.

[See all 8 Hot Technologies for this occupation.](#)



In Demand skills are frequently included in employer job postings for this occupation.

[See all 4 In Demand skills for this occupation.](#)

Occupational Requirements

Work Activities

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- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- **Working with Computers** — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- **Performing Administrative Activities** — Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.

Detailed Work Activities

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- Develop operating strategies, plans, or procedures.
- Direct administrative or support services.
- Supervise employees.
- Monitor performance of organizational members or partners.
- Develop organizational policies or programs.

Work Context

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- + **Electronic Mail** — 100% responded “Every day.”
- + **Telephone** — 98% responded “Every day.”
- + **Face-to-Face Discussions** — 94% responded “Every day.”
- + **Work With Work Group or Team** — 71% responded “Extremely important.”
- + **Contact With Others** — 72% responded “Constant contact with others.”

Experience Requirements

Job Zone

Title	Job Zone Four: Considerable Preparation Needed
Education	Most of these occupations require a four-year bachelor's degree, but some do not.
Related Experience	A considerable amount of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.
Job Training	Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.
Job Zone Examples	Many of these occupations involve coordinating, supervising, managing, or training others. Examples include real estate brokers, sales managers, database administrators, graphic designers, conservation scientists, art directors, and cost estimators.
<u>SVP</u> Range	(7.0 to < 8.0)

Training & Credentials

State training	<input type="text" value="Select a State"/>	<input type="button" value="Go"/>
Local training	<input type="text" value="ZIP Code"/>	<input type="button" value="Go"/>
Certifications	<input type="text" value="Find certifications nationwide"/>	
State licenses	<input type="text" value="Select a State"/>	<input type="button" value="Go"/>

Apprenticeship Opportunities

Start your career and build your skillset. Visit [Apprenticeship.gov](https://www.apprenticeship.gov) to learn about opportunities related to this occupation.

Worker Requirements

Skills

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- ⊕ **Service Orientation** — Actively looking for ways to help people.
- ⊕ **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- ⊕ **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
- ⊕ **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ⊕ **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Knowledge

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- ⊕ **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ⊕ **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- ⊕ **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- ⊕ **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- ⊕ **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Education

How much education does a new hire need to perform a job in this occupation? Respondents said:

50%	Bachelor's degree required
24%	Master's degree required
8%	Associate's degree required

Worker Characteristics

Abilities

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- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.

Interests

^ All 2 displayed

Interest code: **ES**

? Want to discover your interests? Take the [O*NET Interest Profiler](#) at My Next Move.

- **Enterprising** — Work involves managing, negotiating, marketing, or selling, typically in a business setting, or leading or advising people in political and legal situations. Enterprising occupations are often associated with business initiatives, sales, marketing/advertising, finance, management/administration, professional advising, public speaking, politics, or law.
- **Social** — Work involves helping, teaching, advising, assisting, or providing service to others. Social occupations are often associated with social, health care, personal service, teaching/education, or religious activities.

Work Values

^ All 3 displayed

- **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- **Independence** — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
- **Working Conditions** — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

Work Styles

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- ⊕ **Integrity** — Job requires being honest and ethical.
- ⊕ **Leadership** — Job requires a willingness to lead, take charge, and offer opinions and direction.
- ⊕ **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- ⊕ **Adaptability/Flexibility** — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- ⊕ **Initiative** — Job requires a willingness to take on responsibilities and challenges.

Workforce Characteristics

Wages & Employment Trends

Median wages
(2022) \$35.69 hourly, \$74,240 annual

State wages

Select a State

Go

Local wages

ZIP Code

Go

Employment
(2022) 178,400 employees

Projected growth
(2022-2032) ■■■■ Much faster than average (9% or higher)

Projected job openings
(2022-2032) 16,000

State trends

Select a State

Go

Top industries
(2022) [Health Care and Social Assistance](#)
[Government](#)

Source: Bureau of Labor Statistics [2022 wage data](#) and [2022-2032 employment projections](#). "Projected growth" represents the estimated change in total employment over the projections period (2022-2032). "Projected job openings" represent openings due to growth and replacement.

Job Openings on the Web

State job openings

Select a State

Go

Local job openings

ZIP Code

Go

More Information

Related Occupations

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- 21-1021.00 [Child, Family, and School Social Workers](#) ☀️ **Bright Outlook**
- 21-1094.00 [Community Health Workers](#) ☀️
- 11-9031.00 [Education and Childcare Administrators, Preschool and Daycare](#)
- 21-1022.00 [Healthcare Social Workers](#) ☀️
- 21-1015.00 [Rehabilitation Counselors](#)

Sources of Additional Information

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Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [American Counseling Association](#) ↗
- [American Nurses Association](#) ↗
- [American Public Human Services Association](#) ↗
- [American Society for Public Administration](#) ↗
- [Catholic Charities USA](#) ↗
- [Council on Social Work Education](#) ↗
- [International Childbirth Education Association](#) ↗
- [National Association of Social Workers](#) ↗
- [National Rehabilitation Association](#) ↗
- [Occupational Outlook Handbook: Social and community service managers](#) ↗