



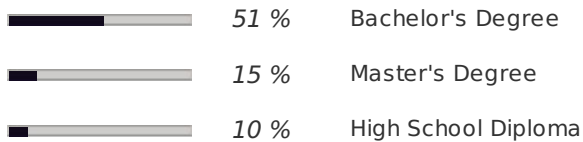
Social and Community Service Managers

Description

Plan, organize, 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.

Education

The following is a breakdown of the top three degrees that people in this job possess (each educational level is described in the legend at the end of this document):

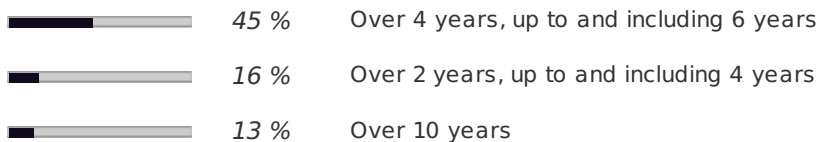


In order to pursue this career, you will need to be educated in one of the following areas:

- Human Services, General (CIP = 44.0000)
- Community Organization and Advocacy (CIP = 44.0201)
- Public Administration (CIP = 44.0401)
- Business/Commerce, General (CIP = 52.0101)
- Business Administration and Management, General (CIP = 52.0201)
- Non-Profit/Public/Organizational Management (CIP = 52.0206)
- Entrepreneurship/Entrepreneurial Studies (CIP = 52.0701)
- Business, Management, Marketing, & Related Support Services, Oth (CIP = 52.9999)

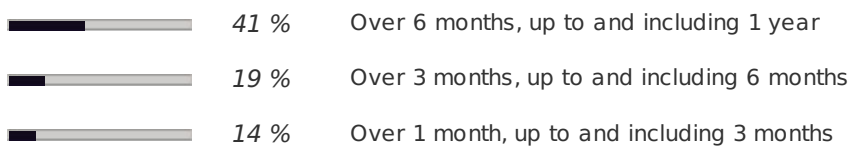
Experience

The following is a breakdown of the level of related work experience that people in this job possess:



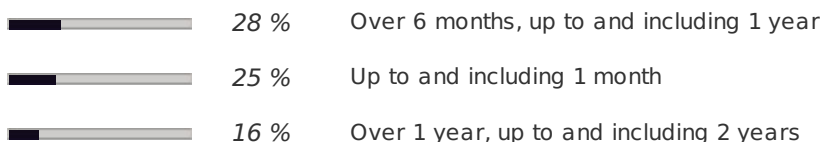
On-site Training

The following is a breakdown of the length of on-site training that people in this job typically receive:



On-the-job Training

The following is a breakdown of the level of on-the-job training that people in this job received:





Interests

The following is a list of the top three career interests (also known as Holland Codes) that people with this occupation possess, along with their level of importance to this career.

- Enterprising (Very high)
- Social (Very high)
- Conventional (Moderate)

Tasks

Here are the most common tasks and duties for which you would be responsible in this job:

- Evaluate the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively.
- Provide direct service and support to individuals or clients, such as handling a referral for child advocacy issues, conducting a needs evaluation, or resolving complaints.
- Recruit, interview, and hire or sign up volunteers and staff.
- Establish and maintain relationships with other agencies and organizations in community to meet community needs and to ensure that services are not duplicated.
- 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.
- Plan and administer budgets for programs, equipment and support services.
- 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.
- Research and analyze member or community needs to determine program directions and goals.
- Implement and evaluate staff, volunteer, or community training programs.
- Represent organizations in relations with governmental and media institutions.
- Act as consultants to agency staff and other community programs regarding the interpretation of program-related federal, state, and county regulations and policies.
- Speak to community groups to explain and interpret agency purposes, programs, and policies.
- Direct fundraising activities and the preparation of public relations materials.
- Analyze proposed legislation, regulations, or rule changes to determine how agency services could be impacted.

Abilities

To pursue this career, you will need to display the following capacities:

- Oral Comprehension
- Speech Clarity
- Oral Expression
- Written Comprehension
- Speech Recognition
- Problem Sensitivity
- Deductive Reasoning
- Written Expression
- Inductive Reasoning
- Information Ordering
- Originality
- Fluency of Ideas
- Near Vision
- Category Flexibility
- Mathematical Reasoning
- Number Facility
- Selective Attention
- Flexibility of Closure
- Time Sharing
- Far Vision



Knowledge

To pursue this career, it would be helpful to be well-versed in the following subject areas:

- Customer and Personal Service
- Administration and Management
- English Language
- Psychology
- Therapy and Counseling
- Personnel and Human Resources
- Education and Training
- Sociology and Anthropology
- Clerical
- Public Safety and Security
- Computers and Electronics
- Law and Government
- Mathematics
- Medicine and Dentistry
- Transportation
- Communications and Media
- Sales and Marketing
- Philosophy and Theology
- Economics and Accounting
- Production and Processing

Skills

The following skills are considered essential to this job:

- Active Listening
- Time Management
- Speaking
- Social Perceptiveness
- Management of Personnel Resource
- Coordination
- Judgment and Decision Making
- Critical Thinking
- Monitoring
- Reading Comprehension
- Service Orientation
- Writing
- Systems Analysis
- Complex Problem Solving
- Systems Evaluation
- Active Learning
- Learning Strategies
- Instructing
- Persuasion
- Management of Financial Resource



Activities

In this job, you will likely spend most of your time engaged in the following activities:

- Making Decisions and Solving Problems
- Establishing and Maintaining Interpersonal Relationships
- Assisting and Caring for Others
- Communicating with Supervisors, Peers, or Subordinates
- Getting Information
- Performing for or Working Directly with the Public
- Judging the Qualities of Things, Services, or People
- Coordinating the Work and Activities of Others
- Organizing, Planning, and Prioritizing Work
- Evaluating Information to Determine Compliance with Standards
- Documenting/Recording Information
- Provide Consultation and Advice to Others
- Guiding, Directing, and Motivating Subordinates
- Developing Objectives and Strategies
- Resolving Conflicts and Negotiating with Others
- Thinking Creatively
- Communicating with Persons Outside Organization
- Interacting With Computers
- Developing and Building Teams
- Processing Information

Job Zone

All occupations are categorized into job zones, based on the level of preparation (experience, education, and training) that is required. There are five job zone categories, with job zone one indicating that little to no preparation is required, to job zone five, where extensive preparation is needed.

This occupation is categorized as Job Zone Four: Considerable Preparation Needed

Occupations in this job zone tend to require the following:

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.

Education

Most of these occupations require a four-year bachelor's degree, but some do not.

Training

Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

Example

Many of these occupations involve coordinating, supervising, managing, or training others. Examples include accountants, sales managers, database administrators, teachers, chemists, environmental engineers, criminal investigators, and special agents.



Legend:

Educational Levels

1. **Less than High School:** No schooling or just grade school or some high school courses.
2. **High School Diploma:** Or GED or High School Equivalence Certificate.
3. **Post-Secondary Certificate:** Awarded for training completed after high school (for example, in Personnel Services, Engineering-related Technologies, Vocational Home Economics, Construction Trades, Mechanics and Repairers, Precision Production Trades).
4. **Some College Courses:** Can consist of college preparatory courses or regular courses taken while attending college, but credits attained are not sufficient to get a degree.
5. **Associate's Degree:** An undergraduate degree awarded by a junior, community technical or bachelor's degree-granting college/university. Requires a completion of a two-year course of study.
6. **Bachelor's Degree:** An academic degree awarded for an undergraduate major or course. Requires a completion of a four-year course of study.
7. **Post-Baccalaureate Certificate:** Awarded for completion of an organized program of study; designed for people who have completed a Baccalaureate degree, but do not meet the requirements of academic degrees carrying the title of Master.
8. **Master's Degree:** An academic degree awarded to people who, in addition to achieving a bachelor's, have taken additional courses or completed a research study in a specific field or subject area. Requires an additional one to three years of study.
9. **Post-Master's Certificate:** Awarded for completion of an organized program of study; designed for people who have completed a Master's degree, but do not meet the requirements of academic degrees at the doctoral level.
10. **First Professional Degree:** Awarded for completion of a program that: requires at least 2 years of college work before entrance into the program, includes a total of at least 6 academic years of work to complete, and provides all remaining academic requirements to begin practice in a profession.
11. **Doctoral Degree:** An academic or professional degree awarded for the completion of advanced graduate study beyond a Master's degree. Requires an additional two to four years of study.
12. **Postdoctoral Training:** Consists of advanced academic research completed after doctoral studies. Generally done within five years of the completion of a Doctoral Degree in order to deepen a person's knowledge of a particular subject, hone skills, and publish academic papers.