

Social and Community Service Managers

11-9151.00



Description: Plan, direct, or coordinate the activities of a social service program or community outreach organization.

Other Resources:

[ONET Link](#)

[MyNextMove Link](#)

Sample of Reported Job Titles: Adoption Services Manager, Child Welfare Services Director

Job Zone

Title: 4 - Considerable Preparation Needed

Education: Require a four-year bachelor's degree.

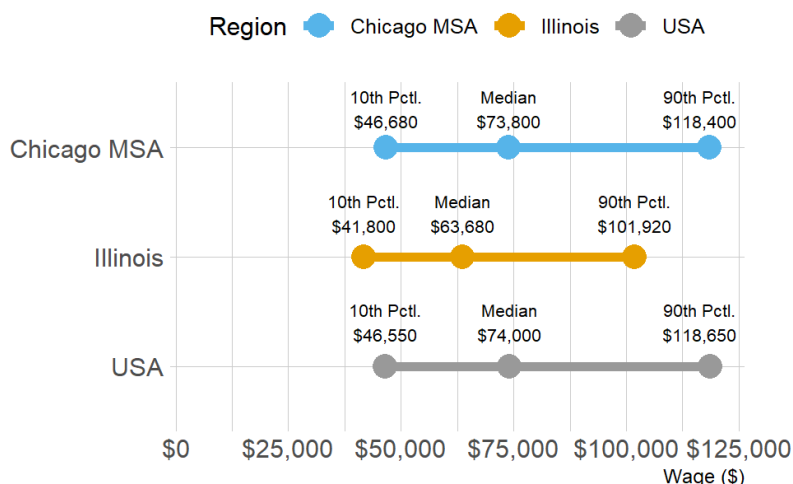
Experience: A considerable amount of work-related skill, knowledge, or experience is needed.

Training: Several years of work-related experience, on-the-job training, and/or vocational training needed.

Core Certifications: Certified in Volunteer Administration, Certified Credit Union Facilitator, Certified Credit Union Board Member

Hot Technologies: Healthcare common procedure coding system HCPCS, Microsoft Access, Microsoft Dynamics, Microsoft Office Suite

Region	Employment	Location Quotient	Median Wage
Chicago MSA	4,240	0.90	\$73,800
Illinois	5,740	0.92	\$63,680
USA	156,400	—	\$74,000



Top 5 Core Tasks According to Current Job Holders	Frequency	Importance (out of 100)
Direct activities of professional and technical staff members and volunteers.	Daily	87
Establish and oversee administrative procedures to meet objectives set by boards of directors or senior management.	Daily	87
Evaluate the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively.	Daily	86
Participate in the determination of organizational policies regarding such issues as participant eligibility, program requirements, and program benefits.	More than monthly	85
Prepare and maintain records and reports, such as budgets, personnel records, or training manuals.	More than monthly	84