

## 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.

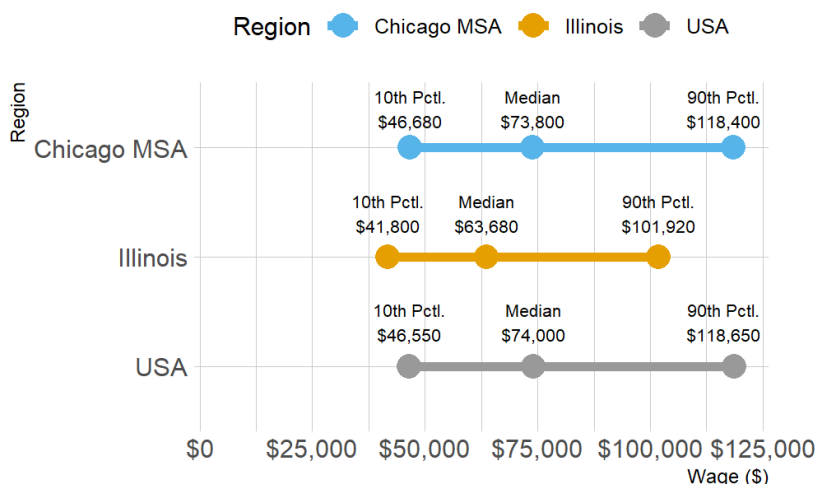
**Experience:** A considerable amount of work-related skill, knowledge, or experience is needed.

**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

**Importance**  
**Frequency (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