

Social and Community Service Managers

Summary



Social and community service managers suggest and implement improvements to programs and services.

Quick Facts: Social and Community Service Managers

2014 Median Pay	\$62,740 per year \$30.16 per hour
Typical Entry-Level Education	Bachelor's degree
Work Experience in a Related Occupation	5 years or more
On-the-job Training	None
Number of Jobs, 2014	138,500
Job Outlook, 2014-24	10% (Faster than average)
Employment Change, 2014-24	13,200

What Social and Community Service Managers Do

Social and community service managers coordinate and supervise social service programs and community organizations. They manage staff who provide social services to the public.

Work Environment

Social and community service managers work for nonprofit organizations, private for-profit social service companies, and government agencies. Most work full time.

How to Become a Social and Community Service Manager

Social and community service managers need at least a bachelor's degree and some work experience. However, many employers prefer candidates who have a master's degree.

Pay

The median annual wage for social and community service managers was \$62,740 in May 2014.

Job Outlook

Employment of social and community service managers is projected to grow 10 percent from 2014 to 2024, faster than the

Employment of social and community service managers is projected to grow 10 percent from 2014 to 2024, faster than the average for all occupations. Employment growth will be driven by increases in the elderly population and increases in demand for substance abuse treatment and mental health and health-related services.

State & Area Data

Explore resources for employment and wages by state and area for social and community service managers.

Similar Occupations

Compare the job duties, education, job growth, and pay of social and community service managers with similar occupations.

More Information, Including Links to O*NET

Learn more about social and community service managers by visiting additional resources, including O*NET, a source on key characteristics of workers and occupations.

What Social and Community Service Managers Do



Social and community service managers meet with members of the community and funders to discuss their programs.

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Duties

Social and community service managers typically do the following:

- Work with members of the community and other stakeholders to identify necessary programs and services
- Oversee administrative aspects of programs to meet the objectives of the stakeholders
- Establish methods to gather information about the impact of their programs
- Analyze data to determine the effectiveness of programs
- Suggest and implement improvements to programs and services
- Develop and manage budgets for programs and organizations
- Plan and manage outreach activities to advocate for increased awareness of programs
- Write proposals for social services funding

Social and community service managers work for a variety of social and human service organizations. Some of these organizations focus on working with a particular demographic, such as children, people who are homeless, older adults, or veterans. Other such organizations focus on helping people with particular challenges, such as mental health needs, the

presence of chronic hunger, and long-term unemployment.

Social and community service managers are often expected to show that their programs and services are effective. They collect statistics and other information to evaluate the impact that programs have in their community or on their target audience. They are usually required to report this information to administrators or funders. They may also use evaluations to identify areas that need improvement for programs to be more effective, such as providing mentorship and assessments for their staff.

Although the specific job duties of social and community service managers may vary with the size of the organization, most managers must recruit, hire, and train new staff members. They also supervise staff, such as [social workers](#), who provide services directly to clients.

In large agencies, social and community service managers tend to have specialized duties. They may be responsible for running only one program in an organization and reporting to the agency’s upper management. They usually do not design programs but instead supervise and implement programs set up by administrators, elected officials, or other stakeholders.

In small organizations, social and community managers often have many roles. They represent the organization to the public through speaking engagements or in community-wide committees; they oversee programs and execute their implementations; they spend time on administrative tasks, such as managing budgets; and they also help with raising funds and meeting with potential donors.

Work Environment



Social and community service managers work in a variety of settings, including offices, clinics, hospitals, and shelters.

Social and community service managers held about 138,500 jobs in 2014. The industries that employed the most social and community service managers were as follows:

Individual and family services	27%
State and local government, excluding education and hospitals	18
Religious, grantmaking, civic, professional, and similar organizations	14
Nursing and residential care facilities	11
Community and vocational rehabilitation services	9

They work for nonprofit organizations, private for-profit social service companies, and government agencies. Social and community service managers work in a variety of settings, including offices, clinics, hospitals, and shelters.

Work Schedules

Social and community service managers typically work full time. They may work extended hours to meet deadlines or when preparing new programs; about one-quarter worked more than 40 hours per week in 2014.

How to Become a Social and Community Service Manager



Social and community service managers typically need at least a bachelor's degree and work experience in a related occupation.

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Education

A bachelor's degree in social work, urban studies, public or business administration, public health, or a related field is the minimum requirement for most social and community service manager jobs. Many employers prefer candidates with a master's degree. Coursework in statistics, program management, and policy analysis is considered helpful.

Work Experience

Work experience often is needed for someone to become a social and community service manager, and is essential for those wishing to enter the occupation with a bachelor's degree. Lower-level management positions may require only a few years of experience, although *social and community service directors* typically have much more experience. Candidates can get this experience by working as a [social worker](#) or in a similar occupation.

Important Qualities

Analytical skills. Social and community service managers need to understand and evaluate data in order to provide strategic guidance to their organization. They must be able to monitor and evaluate current programs as well as determine new initiatives.

Communication skills. Social and community service managers must be able to speak and write clearly so that others can understand them. Working with the community and employees requires effective communication. Public speaking experience is also helpful because social and community service managers often participate in community outreach.

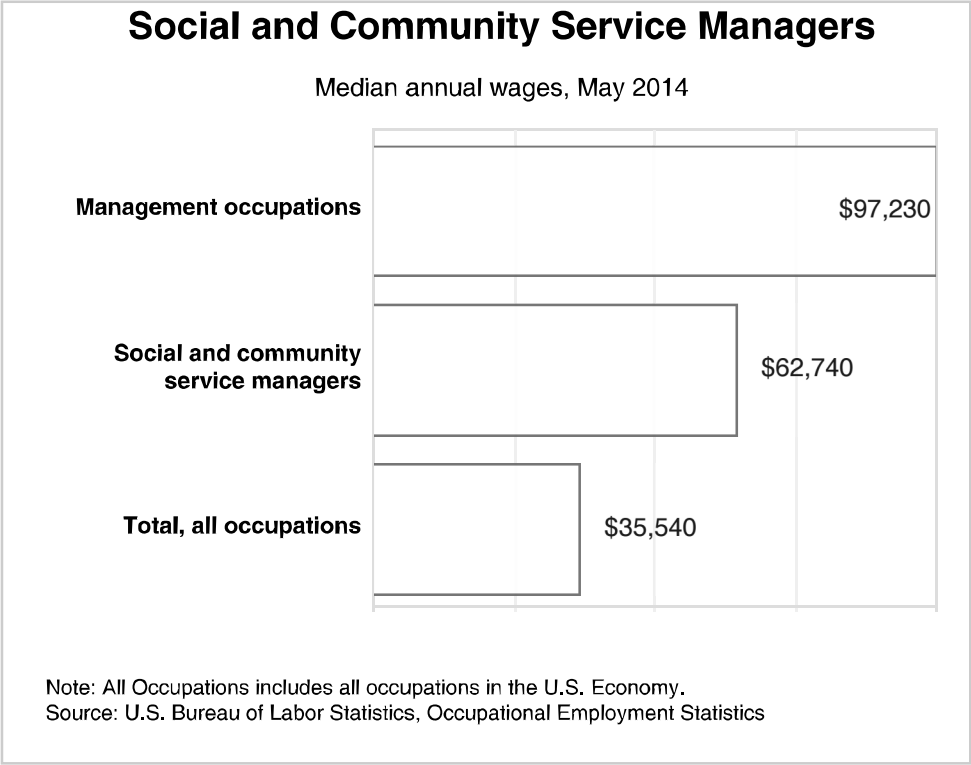
Interpersonal skills. Social and community service managers should have good interpersonal skills. When speaking with members of their staff or members of the community, they must be tactful and able to explain and discuss all matters related to services that are needed.

Managerial skills. Social and community service managers spend much of their time administering budgets and responding to a wide variety of issues.

Problem-solving skills. Social and community service managers must be able to address client, staff, and agency-related issues as they occur.

Time-management skills. Social and community service managers must prioritize and handle numerous tasks for multiple customers, often in a short timeframe.

Pay



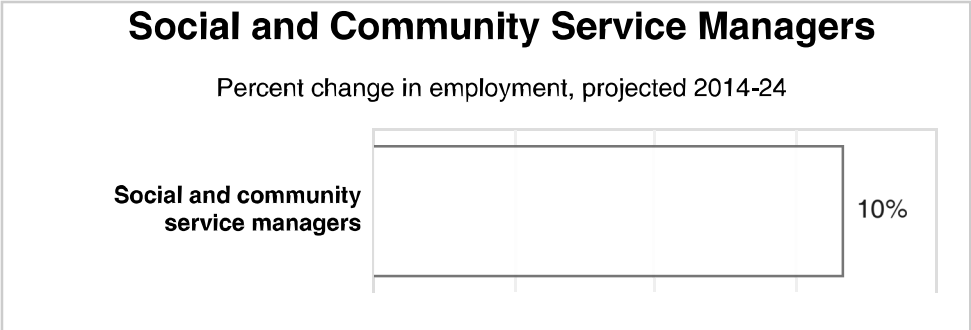
The median annual wage for social and community service managers was \$62,740 in May 2014. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than \$38,260, and the highest 10 percent earned more than \$104,540.

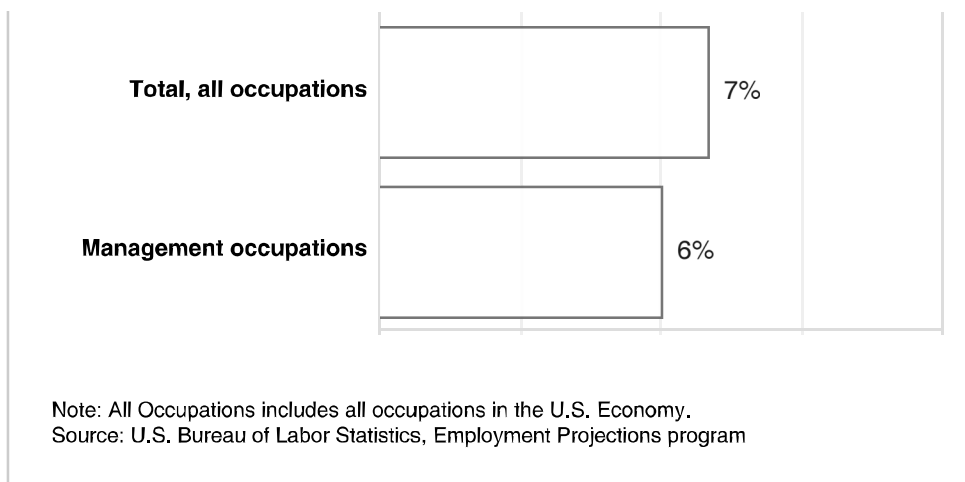
In May 2014, the median annual wages for social and community service managers in the top industries in which they worked were as follows:

State and local government, excluding education and hospitals	\$71,850
Religious, grantmaking, civic, professional, and similar organizations	64,320
Individual and family services	58,480
Nursing and residential care facilities	57,070
Community and vocational rehabilitation services	56,600

Social and community service managers typically work full time. They may work extended hours to meet deadlines or when preparing new programs; about one-quarter worked more than 40 hours per week in 2014.

Job Outlook





Employment of social and community service managers is projected to grow 10 percent from 2014 to 2024, faster than the average for all occupations.

Much of the job growth in this occupation is the result of an increasingly aging population. An increase in the number of older adults will result in a need for more social services, such as adult daycare and meal delivery. Social and community service managers, who administer programs that provide these services, will likely be needed to meet this increased demand. Employment of social and community service managers is expected to increase the most in industries serving the elderly, such as services for the elderly and persons with disabilities.

In addition, employment growth is projected as more people seek treatment for their addictions and as illegal drug offenders are increasingly sent to treatment programs rather than to jail. As a result, managers who direct treatment programs will be needed.

Although this occupation is projected to have employment growth, gains could be limited by budget cuts in state and local governments. Social and human services rely heavily on government funding, and if funding decreases, services may not grow fast enough to meet demand.

Employment projections data for social and community service managers, 2014-24

Occupational Title	SOC Code	Employment, 2014	Projected Employment, 2024	Change, 2014-24		Employment by Industry
				Percent	Numeric	
Social and community service managers	11-9151	138,500	151,700	10	13,200	[XLSX]

SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program

State & Area Data

Occupational Employment Statistics (OES)

The [Occupational Employment Statistics](#) (OES) program produces employment and wage estimates annually for over 800 occupations. These estimates are available for the nation as a whole, for individual states, and for metropolitan and nonmetropolitan areas. The link(s) below go to OES data maps for employment and wages by state and area.

- [Social and community service managers](#)

Projections Central





Occupational employment projections are developed for all states by Labor Market Information (LMI) or individual state Employment Projections offices. All state projections data are available at www.projectionscentral.com. Information on this site allows projected employment growth for an occupation to be compared among states or to be compared within one state. In addition, states may produce projections for areas; there are links to each state's websites where these data may be retrieved.




Career InfoNet

America's Career InfoNet includes hundreds of [occupational profiles](#) with data available by state and metro area. There are links in the left-hand side menu to compare occupational employment by state and occupational wages by local area or metro area. There is also a [salary info tool](#) to search for wages by zip code.

Similar Occupations

This table shows a list of occupations with job duties that are similar to those of social and community service managers.

	OCCUPATION	JOB DUTIES	ENTRY-LEVEL EDUCATION	2014 MEDIAN PAY
	Health Educators and Community Health Workers	Health educators teach people about behaviors that promote wellness. They develop and implement strategies to improve the health of individuals and communities. Community health workers collect data and discuss health concerns with members of specific populations or communities.	See How to Become One	\$42,450
	Mental Health Counselors and Marriage and Family Therapists	Mental health counselors and marriage and family therapists help people manage and overcome mental and emotional disorders and problems with family and other relationships. They listen to clients and ask questions to help the clients understand their problems and develop strategies to improve their lives.	Master's degree	\$42,250
	Probation Officers and Correctional Treatment Specialists	Probation officers and correctional treatment specialists monitor and work with probationers to prevent them from committing new crimes	Bachelor's degree	\$49,060
	Rehabilitation Counselors	Rehabilitation counselors help people with physical, mental, developmental, and emotional disabilities live independently. They work with clients to overcome or manage the personal, social, or psychological effects of disabilities on employment or	Master's degree	\$34,380

	<u>School and Career Counselors</u>	<p>independent living.</p> <p>School counselors help students develop academic and social skills and succeed in school. Career counselors assist people with the process of making career decisions by helping them develop skills or choose a career or educational program.</p>	Master's degree	\$53,370
	<u>Social and Human Service Assistants</u>	<p>Social and human service assistants provide client services, including support for families, in a wide variety of fields, such as psychology, rehabilitation, and social work. They assist other workers, such as <u>social workers</u>, and they help clients find benefits or community services.</p>	High school diploma or equivalent	\$29,790
	<u>Social Workers</u>	<p>Social workers help people solve and cope with problems in their everyday lives. One group of social workers—clinical social workers—also diagnose and treat mental, behavioral, and emotional issues.</p>	<u>See How to Become One</u>	\$45,500
	<u>Substance Abuse and Behavioral Disorder Counselors</u>	<p>Substance abuse and behavioral disorder counselors advise people who suffer from alcoholism, drug addiction, eating disorders, or other behavioral problems. They provide treatment and support to help the client recover from addiction or modify problem behaviors.</p>	Bachelor's degree	\$39,270

Contacts for More Information

For more information about social and community service managers, visit

[Network for Social Work Management](#)

[Council on Social Work Education](#)

[Social and Community Service Managers](#)

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