

# Social and Community Service Managers

SOC: 11-9151 • Career Profile Report

## ■ Key Facts

<b>\$78,240</b> Median Salary	<b>219,800</b> Employment	<b>+6.0%</b> Growth Rate
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## ■ Requirements & Salary Range

Education: Bachelor's degree

## ■ Automation Risk Assessment

**Low Risk** - 18.0% probability of being automated in the next 10-20 years.

This job is relatively safe from automation due to its creative, social, or complex problem-solving requirements.

## ■ Work-Life Balance

**9.0/10** - Excellent work-life balance

## ■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.2/10	Investigative	6.8/10
Artistic	4.4/10	Social	7.8/10
Enterprising	8.6/10	Conventional	7.4/10

## ■ Top Skills Required

Analytical skills, Communication skills, Managerial skills, Problem-solving skills, Time-management skills

### ✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

### ■ Challenges

- Burnout Risk
- Rapid Technological Change

## ■ What They Do

Social and Community Service Managers typically perform the following tasks:

- 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.
- 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.
- Establish and maintain relationships with other agencies and organizations in community to meet community needs and to ensure that services are not duplicated.
- Recruit, interview, and hire or sign up volunteers and staff.
- Research and analyze member or community needs to determine program directions and goals.
- Implement and evaluate staff, volunteer, or community training programs.
- 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.
- Analyze proposed legislation, regulations, or rule changes to determine how agency services could be impacted.
- Plan and administer budgets for programs, equipment, and support services.
- Represent organizations in relations with governmental and media institutions.
- Direct fundraising activities and the preparation of public relations materials.

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Source: <https://www.bls.gov/ooh/management/social-and-community-service-managers.htm>