

OCCUPATIONAL OUTLOOK HANDBOOK

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Social and Community Service Managers

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Summary



[Job Outlook](#)

Employment of social and community service managers is projected to grow 8 percent from 2023 to 2033, faster than the average for all occupations.

About 17,800 openings for social and community service managers are projected each year, on average, over the decade. Many of those openings are expected to result from the need to replace workers who transfer to different occupations or exit the labor force, such as to retire.

[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 They Do ->

What Social and Community Service Managers Do



Social and community service managers meet with community members and funding providers to discuss their programs.

Social and community service managers coordinate and supervise programs and organizations that support public well-being. They direct workers who provide these services to the public.

Duties

Social and community service managers typically do the following:

- Work with community members and other stakeholders to identify necessary programs and services
- Oversee administrative aspects of programs to meet the objectives of the stakeholders
- Analyze data to determine the effectiveness of programs
- Suggest and implement improvements to programs and services
- Plan and manage outreach activities for increased awareness of programs
- Write proposals for social services funding

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

A routine part of social and community service managers’ job is to show that their programs and services are effective. They collect statistics and other information to evaluate the impact their programs have on the community or their target audience. They are usually required to report this information to administrators or funders. They may also use evaluations to identify opportunities to improve their programs, 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 recruit, hire, and train new staff members. They also supervise staff, such as [social workers](#), who provide services directly to clients. Additionally, they may perform some of the services of the workers they oversee.

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 their organization through public speaking engagements or in communitywide committees; oversee programs and execute their implementations; spend time on administrative tasks, such as managing budgets; and help with raising funds and meeting with potential donors.

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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 199,500 jobs in 2023. The largest employers of social and community service managers were as follows:

Individual and family services	26%
Religious, grantmaking, civic, professional, and similar organizations	12
Nursing and residential care facilities	11
Local government, excluding education and hospitals	9
Community food and housing, emergency and other relief services, and vocational rehabilitation services	9

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

Work Schedules

Most social and community service managers work full time. Some work more than 40 hours per week.

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How to Become One ->

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.

Social and community service managers typically need at least a bachelor’s degree and work experience. However, some positions also require a master’s degree.

Education

Social and community service managers typically need a bachelor's [degree](#) in social work or a related [public policy and social services](#) field. However, some positions also require a master’s degree.

Work Experience

Workers usually need experience in order to become a social and community service manager, and it is essential for those with a bachelor’s degree. Candidates can get this experience by working as a [social worker](#), [substance abuse counselor](#), 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 assess current programs as well as determine new initiatives.

Communication skills. Social and community service managers must be able to speak and write clearly. Public speaking experience is also helpful because these managers often participate in community outreach.

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

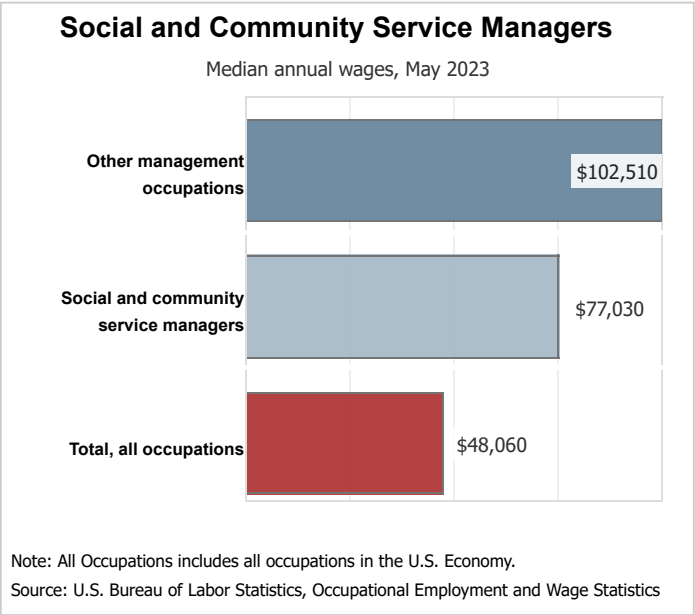
Problem-solving skills. Social and community service managers must be able to address client, staff, and agency-related issues.

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

<- Work Environment

Pay ->

Pay



The median annual wage for social and community service managers was \$77,030 in May 2023. 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 \$48,880, and the highest 10 percent earned more than \$127,550.

In May 2023, the median annual wages for social and community service managers in the top industries in which they worked were as follows:

Local government, excluding education and hospitals	\$98,530
Religious, grantmaking, civic, professional, and similar organizations	76,180

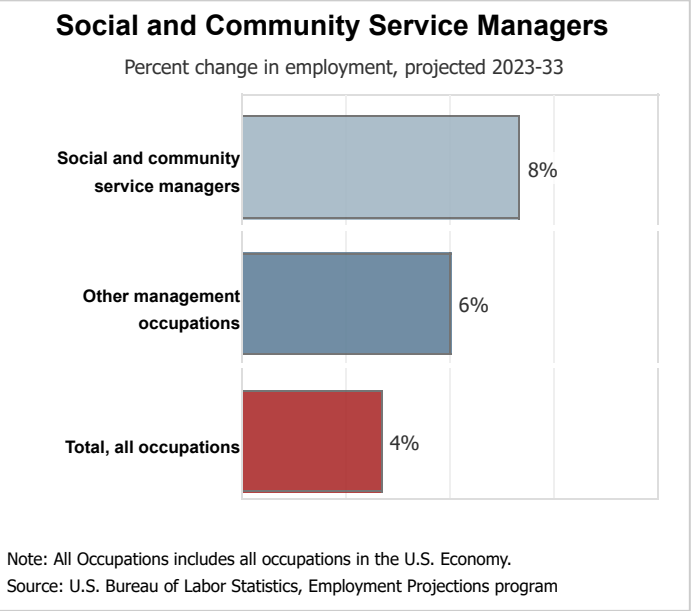
Individual and family services	72,740
Community food and housing, emergency and other relief services, and vocational rehabilitation services	69,980
Nursing and residential care facilities	66,770

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[Job Outlook ->](#)

Job Outlook



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Employment

Much of the job growth in this occupation is the result of the increase in the population of older adults. This age group has a greater need for social services, such as adult daycare, creating demand for social and community service managers.

In addition, employment growth is projected as people continue to seek treatment for their addictions and as people with substance abuse disorders are increasingly being directed to treatment programs rather than sent to jail. As a result, managers who direct treatment programs will be needed.

Employment projections data for social and community service managers, 2023-33

Social and community service managers

SOC Code:
11-9151

Employment, 2023:
199,500

Projected Employment, 2033:
215,900

Change, 2023-33 (Percent):
8

Change, 2023-33 (Numeric):
16,400

Employment By Industry:
[Get data](#)

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

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[State & Area Data ->](#)

State & Area Data

Occupational Employment and Wage Statistics (OEWS)

The [Occupational Employment and Wage Statistics](#) (OEWS) 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 OEWS 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.org. 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.

CareerOneStop

CareerOneStop 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.

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[Similar Occupations ->](#)

Similar Occupations

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

<div>Health Education Specialists</div> <div>Job Duties: Health education specialists develop programs to teach people about conditions affecting well-being.</div> <div>Entry-Level Education: Bachelor's degree</div> <div>2023 Median Pay: \$62,860</div>
<div>Marriage and Family Therapists</div> <div>Job Duties: Marriage and family therapists diagnose and treat cognitive, behavioral, or similar disorders in the context of couples and other relationships.</div> <div>Entry-Level Education: Master's degree</div> <div>2023 Median Pay: \$58,510</div>
<div>Medical and Health Services Managers</div> <div>Job Duties: Medical and health services managers plan, direct, and coordinate the business activities of healthcare providers.</div> <div>Entry-Level Education: Bachelor's degree</div> <div>2023 Median Pay: \$110,680</div>
<div>Probation Officers and Correctional Treatment Specialists</div> <div>Job Duties: Probation officers and correctional treatment specialists assist in rehabilitating law offenders in custody or on probation or parole.</div> <div>Entry-Level Education: Bachelor's degree</div> <div>2023 Median Pay: \$61,800</div>
<div>Rehabilitation Counselors</div> <div>Job Duties: Rehabilitation counselors help people with physical, mental, developmental, or emotional disabilities live independently.</div> <div>Entry-Level Education: Master's degree</div> <div>2023 Median Pay: \$44,040</div>
<div>School and Career Counselors and Advisors</div> <div>Job Duties: School counselors help students develop academic and social skills. Career counselors and advisors help people choose a path to employment.</div> <div>Entry-Level Education: Master's degree</div> <div>2023 Median Pay: \$61,710</div>
<div>Social and Human Service Assistants</div> <div>Job Duties: Social and human service assistants provide client services in a variety of fields, such as psychology, rehabilitation, and social work.</div> <div>Entry-Level Education: High school diploma or equivalent</div> <div>2023 Median Pay: \$41,410</div>
<div>Social Workers</div> <div>Job Duties: Social workers help people prevent and cope with problems in their everyday lives.</div> <div>Entry-Level Education: See How to Become One</div> <div>2023 Median Pay: \$58,380</div>
<div>Substance Abuse, Behavioral Disorder, and Mental Health Counselors</div> <div>Job Duties:</div>

Substance abuse, behavioral disorder, and mental health counselors advise people on a range of issues, such as those relating to alcoholism, addictions, or depression.

Entry-Level Education:
Master's degree

2023 Median Pay:
\$53,710

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Contacts for More Information

For more information about social and community service managers, visit

[The Network for Social Work Management](#)

[Council on Social Work Education](#)

[National Association of Social Workers](#)

CareerOneStop

For a career video on social and community service managers, visit

[Social and Community Service Managers](#)

O*NET

[Social and Community Service Managers](#)

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SUGGESTED CITATION:

Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook*, Social and Community Service Managers, at <https://www.bls.gov/ooh/management/social-and-community-service-managers.htm> (visited *October 24, 2024*).

Last Modified Date: Thursday, August 29, 2024

U.S. BUREAU OF LABOR STATISTICS Office of Occupational Statistics and Employment Projections PSB Suite 2135 2 Massachusetts Avenue NE Washington, DC 20212-0001

Telephone:1-202-691-5700_ www.bls.gov/ooh [Contact OOH](#)