

For the next couple of weeks, we will feature...

CAREERS IN SOCIAL & COMMUNITY SERVICES

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



The type of work

- 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.
- Recruit, interview, and hire or sign up volunteers and staff.
- Establish and maintain relationships with other agencies and organizations in community to meet community needs and to ensure that services are not duplicated.
- Establish and oversee administrative procedures to meet objectives set by boards of directors or senior management.
- Evaluate the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively.
- Direct activities of professional and technical staff members and volunteers.
- Plan and administer budgets for programs, equipment, and support services.



SOCIAL AND COMMUNITY SERVICE MANAGERS

Elaine Georgas Executive Director
Alcohol and Drug Addiction Services Board of Lorain County (ADAS)
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Plan, direct, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers.

Q. How did you become interested in your particular field?

A. I really did not know much about alcohol and drug addiction services out of college. My interest and understanding began when I started working at LCADA in their business office. Once there, I learned about the ADAS Board and the work they do in Lorain County.

Q. How did you get to where you are today?

A. I have lived in Lorain, Ohio all my life. I graduated from LCCC and then Cleveland State University with a Bachelor's degree in finance. Who knew that there was an opportunity in the public sector with that degree? I started working in a few private and non-profit companies working with accounts payables, budgets and audits (Wickens, Herzer, Panza, Cook & Batista) and then at LCADA. The ADAS Board was formed in 1989 and they added a business manager position to which I was hired in 1991. I work with the ADAS Board of Directors, service providers, county and state auditor and then Ohio Department of Alcohol and Drug Addiction Services (ODADAS). In 1999 I became Executive Director of the Alcohol & Drug Addiction Services Board and continue to serve in this capacity today. I oversee 3 staff and a variety of contracts with individuals and agencies to provide treatment, prevention and recovery services for individuals, families and communities about alcoholism, heroin and other drug addiction.

Q. What changes have you seen in the last few years in your industry?

A. Certainly the heroin epidemic in Lorain County, Ohio and the nation has brought more awareness and partners to work on improving treatment, prevention and recovery services. In 2011 the American Society of Addiction Medicine classified addiction as a chronic disease. We work every day to educate communities and individuals about this and how we should build adequate services in every community. There are some that still debate addiction as a "moral failing". Understanding how addiction impacts the brain decision making and judgement, we need to help those who become addicted and teach individuals who are on the possible way to addiction to understand this. Even alcohol can be abused and turn into addiction. But with treatment, recovery from alcoholism, heroin and other drug addiction is possible. Most heroin users - 4 out of 5 - started their addiction with a prescription medication from their doctor or dentist for a routine medical/dental procedure. Also 9 out of 10 people who become addicted, started using illegal substance before age 18. That is why prevention and early intervention is so important for our youth and young people. We know that alone, we do not have the resources, addiction impacts everyone (individuals and families), and every system (employers, jail, hospitals, schools) so we need to find a way to invest our scarce resources in the most effective way. Often we receive grants for programs, but the funders expect communities to continue locally the outcomes of the services.

Q. What is the best part of your job?

A. The best parts of my job are when we hear stories of recovery from the individuals our agencies provide treatment for and see the hope that their family members have for their future. Another amazing part of my job is my connection with all the people I am in contact daily who are working on addressing this together - courts, children services, mental health, schools and communities. Finally I know that our work is recognized across Ohio and nationally. We often do not step back to see the success of our work every day.

EARNINGS POTENTIAL

Multiple Machine Tool Setters, Operators
Annual Salary for 2015

Location	Low	Median	High
United States	\$33,770	\$63,530	\$108,960
Ohio	\$41,810	\$64,170	\$95,560
Cleveland-Elyria-Mentor, OH PMSA	\$43,810	\$65,170	\$95,280

O*Net Online, <http://online.onetcenter.org>

THE FUTURE OUTLOOK

In 2014 there were approximately 138,500 individuals employed as social and community service managers nationwide, while in Ohio there were 4,590. 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.

Pathways to success:

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 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.



What Employers look for in individuals:

- Customer and Personal Service - principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Administration and Management - business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- English Language - structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Psychology - human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- Therapy and Counseling - Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Sponsors



Elyria City School District



Ensuring that each child reaches his or her full potential

Sources: Occupational Information Network, O*Net Online, <http://online.onetcenter.org>, U.S. Department of Labor, Bureau of Labor Statistics, Occupational Outlook Handbook, <http://stats.bls.gov/ocoeHow.com>