

Mapping Your Future

Community and Social Services

What are Community and Social Services?

In New York City, there are many community and service organizations that serve people with different types of needs. Examples of the types of services these organizations provide include:

- Career and job counseling
- Job training and placement services
- Rehabilitation counseling for people with disabilities
- Out-of-school time recreation and enrichment activities for children and teenagers
- Counseling for people of all ages to cope with problems in their everyday lives
- Substance abuse counseling
- Counseling about diet and health
- Providing shelter and counseling to youth in foster care

People who work in this field try to make positive changes in the lives of individuals, families and groups of individuals with similar problems. They help people to overcome addiction or other challenges—like substance abuse, long-term unemployment or homelessness—and get their lives on track as much as possible. Others provide enrichment activities to children and families, supporting positive youth development. There are also many services for elderly people.

Community and Social Service is a growing field. Jobs are in every neighborhood all over the City. Most of the jobs are at nonprofit agencies. Some jobs may be in schools, or with city,



state or federal agencies. Other jobs involve working at community health centers, group homes or residential care facilities. Some jobs in this field are with religious organizations. There are jobs for people at different education levels.

Who Should Work in This Field?

People who want to be of service to other people and to their communities enjoy working in community and social service jobs. Although some jobs in community and social service can be well-paid, pay is usually not the main reason people work in these jobs. Benefits are usually reasonable, and larger organizations may provide tuition assistance. Nonprofit organizations tend to respect the value of work-life balance.

Most people work directly with participants and clients, so there is a lot of human interaction. Community and social service workers have many different job titles with varying responsibilities.

Some of the jobs involve night and weekend work. Many of the jobs are full-time, but some are part-time.

INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

High School Diploma/ Equivalent and Training	Post-High School Certificate or Associate Degree
<p>Developmental Disabilities Aide ⚡</p> <p>DUTIES: Provide day-to-day care helping people with disabilities with their basic health, safety and care needs, including eating, bathing and dressing.</p> <p>PAY RANGE: \$23,000 to \$33,000 per year</p> <p>Child Care Worker ⚡</p> <p>DUTIES: Care for children when parents and other family members are not available. Care for children's basic needs, such as bathing and feeding. Some help children prepare for kindergarten, and many help older children with homework.</p> <p>PAY RANGE: \$19,000 to \$29,000 per year or \$9 to \$14 per hour</p> <p>Social Service Assistant ⚡</p> <p>DUTIES: Help people get through difficult times or get additional support. Help other workers, such as social workers, and help clients find benefits or community services.</p> <p>PAY RANGE: \$21,000 to \$52,000 per year or \$10 to \$15 per hour</p> <p>Van Driver ⚡</p> <p>DUTIES: Operate wheelchair accessible customized mini-van. Ensure that passengers are picked up and arrive at locations safely. Help special populations, such as people with disabilities and senior citizens.</p> <p>PAY RANGE: \$22,000 to \$47,000 per year or \$11 to \$22 per hour</p>	<p>Recreation Assistant/ Activity Specialist ⚡</p> <p>DUTIES: Direct activities for program participants that may include cultural and recreational activities, sports, and quiet games. May carry out other tasks as directed by a manager.</p> <p>PAY RANGE: \$19,000 to \$35,000 per year or \$9 to \$17 per hour</p> <p>Job Coach</p> <p>DUTIES: Provide individual assistance and guidance to people with developmental disabilities, mental illness, visual impairment, or another major disability with the mission of obtaining and retaining employment.</p> <p>PAY RANGE: \$22,000 to \$40,000 per year</p> <p>Program Assistant</p> <p>DUTIES: May direct high volume of calls, perform data entry, maintain personnel records and volunteer schedules, perform bookkeeper's responsibilities, maintain inventory of office supplies, and prepare correspondence. Needs ability to multi-task and set priorities.</p> <p>PAY RANGE: \$27,000 to \$45,000 per year</p> <p>Intake Specialist</p> <p>DUTIES: Determine eligibility of people applying to receive assistance from government programs and agencies, such as welfare, unemployment benefits, social security and public housing. Provide benefit counseling.</p> <p>PAY RANGE: \$26,000 to \$40,000 per year</p> <p>Substance Abuse Counselor ⚡ </p> <p>DUTIES: Counsel and advise people with drug, alcohol, or tobacco addictions. May communicate with families and engage in prevention programs. Duties may include assessing degree of dependency, conducting orientation, developing treatment plans, and planning follow-up care for discharged clients.</p> <p>PAY RANGE: \$30,000 to \$48,000 per year</p>

Put Yourself on the Map: How to Use This Brochure

Like any map, this Career Map helps you find your way to new places – in this case, a bunch of careers within one specific industry. (An industry is a loosely defined area of businesses engaged in similar work.) As you read, ask yourself: what different kinds of jobs are there? How does one job lead to the next? Which ones will I like? How much money can I earn, and how long will it take me to get there? What kind of training do I need?

One of the best ways to find a satisfying career is to get clear about your personal interests and strengths. What do you most enjoy doing? What do your friends, teachers, parents say you do best? Do you prefer to work with people, ideas or things? Do you want to be in charge, or work alongside your peers? Which of these jobs will let you be your best?

Once you've found a path that sounds like a good fit, it's time to test it out. Find someone who works in the industry – ask your friends, parents, teachers and neighbors if they can introduce you. Ask if they are willing to talk with you for a few minutes. This is called an “informational interview.” You're not asking them to find you a job; you're only asking to listen and learn about their experience. If you ask in a professional manner, many people are happy to speak with you. (If you're nervous about this, ask a teacher, guidance counselor or parent to help.)



**Find someone
who works in the
industry – ask your
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you.**

Before you meet with this person, reread the brochure and write down any questions you have, for example:

- What do you spend your day doing in this job?
- How did you get started in this field?
- How much reading, writing or math do you do in your job?
- How do people dress at the work place?
- Do you have a routine set of tasks you do every day or do you do something different every day?
- Do you work the same schedule every week, or does it change?
- What courses would I take in high school or college to prepare for this job?
- What is my next step after high school if I am interested in this field?
- Where can I find people who can help me learn more about this field?

Make sure to send a thank you note, and in no time you'll be on your way. For more information about this industry and many others, you can visit www.careerzone.ny.gov

INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

Bachelor's Degree	Graduate or Professional Degree
<p>Pre-School Teacher ⚡</p> <p>DUTIES: Teach preschool-aged children in activities designed to promote social, physical and intellectual growth needed for primary school. May work in preschool, day care center or other child development facility. May be required to hold State certification.</p> <p>PAY RANGE: \$25,000 to \$49,000 per year</p>	<p>Mental Health Counselor ⚡ </p> <p>DUTIES: Help people manage or overcome mental and emotional conditions and problems with their family and relationships. Listen to clients and ask questions to help clients understand their problems and develop strategies to improve their lives. Some counselors may specialize in particular fields, such as family or marriage counseling.</p> <p>PAY RANGE: \$30,000 to \$52,000 per year</p>
<p>Job Developer ⚡</p> <p>DUTIES: Develop employment opportunities and place participants into jobs appropriate to their skills and experience. Act as liaison to employers to create and maintain opportunities for program participants to enter the workforce.</p> <p>PAY RANGE: \$40,000 to \$50,000 per year</p>	<p>Social Worker ⚡ </p> <p>DUTIES: Help people solve and cope with problems in their everyday lives. Diagnose and treat mental, behavioral and emotional issues.</p> <p>PAY RANGE: \$33,000 to \$58,000 per year</p>
<p>Career Counselor ⚡</p> <p>DUTIES: Help young people and adults in the process of making career decisions by helping them choose a career or educational program.</p> <p>PAY RANGE: \$30,000 to \$50,000 per year</p>	<p>Rehabilitation Counselor ⚡ </p> <p>DUTIES: Help people with emotional and physical disabilities to live independently. Help clients overcome personal, social and professional effects of disabilities as they relate to employment or independent living.</p> <p>PAY RANGE: \$30,000 to \$48,000 per year</p>

MAP KEY

 Expected to grow faster than average between now and 2020.

 Licensing or certification required.

Pay Range The pay range reflects typical pay from entry level to experienced. The higher pay takes many years to reach and development of significantly greater skills and knowledge.

Jobs that are primarily part-time are expressed as hourly pay; jobs that are primarily full-time are shown with annual pay. Those that could be either are shown both ways.

Education Minimum education and experience requirements. This may vary from employer to employer.

This flyer highlights jobs in the sector projected to have the same or more openings between now and 2020.

Types of Employment

	HOURS/WEEK	SCHEDULE	WAGE/SALARY	PAYMENT	COMMON BENEFITS
Full-Time	Usually 35+	Steady	Annual	Weekly or bi-weekly	Paid sick leave, vacation time, health insurance, retirement savings
Part-Time	Usually <35	May vary	Hourly	Weekly or bi-weekly	Usually none
Temp	As needed by employer	May vary	Hourly	Weekly or bi-weekly	Usually none
Per Diem	As needed by employer	Daily or Per Shift	Hourly	Weekly or bi-weekly	Usually none
Self-employed aka Freelance	Varies	Varies	Negotiate rate of pay with client	Upon completion of work or on a schedule of deliverables	None: must pay own taxes and health insurance
Union			Typically higher than comparable non-union positions		As negotiated by the union with the employer on behalf of members

What are some sample career paths that people can follow?

People move up by getting more experience and education. Because the field is so big and varied, there are many different types of career paths. Someone can start as a child care worker and become a pre-school teacher. Some people begin as developmental disabilities aides and can become job coaches and eventually, with a lot more education, rehabilitation counselors. Someone can begin as a recreation assistant and eventually move into a supervisory position. There are many different types of counseling jobs, and it is possible to move from counseling in one area to counseling in another. Some counselors become social workers.

With experience, it is also possible to move into manager and other administrator positions. Many non-profit organizations promote from within. As they advance, people can also move from one organization to another or between the public and non-profit sectors. The top position in an agency is most commonly called Executive Director.

For more information on careers in this industry:

<http://www.bls.gov/ooh/community-and-social-service/home.htm>

<http://www.earlychildhoodnyc.org/education/credentials.cfm>

For information about the DOE CTE Programs:

<http://schools.nyc.gov/ChoicesEnrollment/CTE/Parentsandstudents/default.htm>

<http://CTECouncil.org>

Where can I get additional general information on careers?

For careers in New York State: www.careerzone.ny.gov

For general career information, including videos of nearly 550 careers: www.acinet.org

For general career information: www.bls.gov/k12/

Office of Postsecondary Readiness (OPSR)
New York City Department of Education
52 Chambers Street
New York, NY 10007

Administration and Support Occupations

INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED

High School Diploma/ Equivalent and Training	Post-High School Certificate or Associate Degree
<p>Receptionist ⚡</p> <p>DUTIES: Greet and assist visitors and callers in a prompt, courteous and accurate manner and direct them to appropriate resources/individuals in the agency. Perform general office functions, such as typing, filing, copying, faxing, answering telephones, and taking accurate messages.</p> <p>PAY RANGE: \$22,000 to \$35,000 per year</p>	<p>Facilities Superintendent</p> <p>DUTIES: Assist the Facilities Manager in organizing and maintaining clean, safe, efficient and orderly premises. Maintain heating, cooling and plumbing systems. Perform minor carpentry, electrical and locksmith repairs. Create and maintain control of inventory, including ordering, receiving, and distributing janitorial supplies.</p> <p>PAY RANGE: \$27,000 to \$45,000 per year</p>
<p>Handyperson</p> <p>DUTIES: Maintain physical upkeep of facility. Assist the superintendent in maintaining and repairing building components, such as boilers, plumbing, and wiring. Clean building and remove trash.</p> <p>PAY RANGE: \$20,000 to \$39,000 per year</p>	<p>Bookkeeping, Accounting, and Auditing Clerk</p> <p>DUTIES: Ensure completeness of financial records. Use computers and accounting software to input, store, and analyze information. May also check the correctness and completeness of entries and calculations recorded by co-workers.</p> <p>PAY RANGE: \$26,970 to \$44,920 per year</p>
<p>Security Guard ⚡</p> <p>DUTIES: Guard, patrol, and monitor premises to ensure security and prevent theft. Check ID cards at entrance to make sure that only authorized persons enter premises. Sign in visitors. Respond to all emergencies.</p> <p>PAY RANGE: \$19,000 to \$35,000 per year or \$9 to \$17 per hour</p>	<p>Help Desk Specialist ⚡</p> <p>DUTIES: Install, diagnose, repair, maintain, and upgrade all PC hardware and equipment. Troubleshoot problem areas (in person, by telephone, by remote desktop control or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required.</p> <p>PAY RANGE: \$40,000 to \$68,000 per year</p>

Administration and Support Occupations *continued*

INCREASING LEVELS OF EDUCATION/TRAINING REQUIRED



Bachelor's Degree	Bachelor's Degree plus Experience or Graduate Degree
<p>Human Resources Specialist ⚡</p> <p>DUTIES: Review and screen resumes for applicants who meet minimum qualifications, make sure that positions are filled in an expeditious manner with the best possible candidate. Maintain all employee files.</p> <p>PAY RANGE: \$30,000 to \$47,000 per year</p>	<p>Director of Development</p> <p>DUTIES: Develop a strategy to raise funds so that the organization can grow and be financially stable. May write grant application, interact with donors and potential donors. May be the senior financial officer for an organization.</p> <p>PAY RANGE: \$75,000 to \$150,000 per year</p>
<p>Development Associate ⚡</p> <p>DUTIES: Write grants, and organize and support activities to raise funds or gifts for an organization. May design and produce promotional materials. May also raise awareness of the organization's work, goals, and financial needs.</p> <p>PAY RANGE: \$37,000 to \$65,000 per year</p>	<p>Social Service Program Manager</p> <p>DUTIES: Coordinate and supervise community and social service programs. Direct and lead staff that provide services to the public.</p> <p>PAY RANGE: \$57,000 to \$96,000 per year</p>
<p>Business Manager</p> <p>DUTIES: Oversee accounting, payroll, purchasing, accounts payable and accounts receivable functions. Ensure accurate and timely submission of government billing to various agencies. Recruit, train, supervise and evaluate all business office staff.</p> <p>PAY RANGE: \$56,000 to \$75,000 per year</p>	<p>Executive Director</p> <p>DUTIES: Provide vision and leadership to ensure that nonprofit organization offers and administers programs of the highest quality while maintaining a good reputation. Oversee day-to-day operations, programs and staff. Implement mission and goals set forth by Board of Directors.</p> <p>PAY RANGE: \$90,000 to \$175,000 per year</p>
<p>Database Administrator ⚡</p> <p>DUTIES: Establish, maintain, and update computer databases. Implement database management systems. Control access to digital information stored in databases. Apply security measures to ensure the integrity of digital data and to prevent unauthorized intrusions. May use computer languages to enter, retrieve, analyze, and modify data.</p> <p>PAY RANGE: \$55,920 to \$110,420 per year</p>	

Did you know?

- There are lots of jobs in community and social services. 200,000 people work in this industry in New York City.
- People who like to help people enjoy working in this industry.
- Jobs include working with children, teenagers, adults, older people, people with disabilities and many other groups in all types of settings.