



Summary Report for: 21-1093.00 - Social and Human Service Assistants

Assist in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. May assist clients in identifying and obtaining available benefits and social and community services. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.

Sample of reported job titles: Advocate, Caseworker, Community Coordinator, Family Support Worker, Home based Assistant, Human Services Program Specialist, Mental Health Technician, Outreach Specialist, Social Services Assistant, Social Work Associate

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Summary

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Tasks

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- + Keep records or prepare reports for owner or management concerning visits with clients.
- + Provide information or refer individuals to public or private agencies or community services for assistance.
- + Visit individuals in homes or attend group meetings to provide information on agency services, requirements, or procedures.
- + Interview individuals or family members to compile information on social, educational, criminal, institutional, or drug history.
- + Submit reports and review reports or problems with superior.

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Technology Skills

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- + **Data base user interface and query software** — Database software; Microsoft Access 🔥
- + **Electronic mail software** — Microsoft Outlook 🔥
- + **Medical software** — Electronic medical record EMR software; MEDITECH software 🔥; PointClickCare HER
- + **Spreadsheet software** — Microsoft Excel 🔥
- + **Voice recognition software** — Nuance Dragon NaturallySpeaking

🔥 Hot Technology — a technology requirement frequently included in employer job postings.

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Knowledge

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- + **Psychology** — Knowledge of 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.

- ⊕ **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- ⊕ **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- ⊕ **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.
- ⊕ **Sociology and Anthropology** — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

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Skills

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- ⊕ **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ⊕ **Service Orientation** — Actively looking for ways to help people.
- ⊕ **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- ⊕ **Speaking** — Talking to others to convey information effectively.
- ⊕ **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

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Abilities

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- ⊕ **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- ⊕ **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- ⊕ **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- ⊕ **Speech Clarity** — The ability to speak clearly so others can understand you.
- ⊕ **Written Expression** — The ability to communicate information and ideas in writing so others will understand.

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Work Activities

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- ⊕ **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
- ⊕ **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- ⊕ **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- ⊕ **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- ⊕ **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.

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Detailed Work Activities

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- + Write reports or evaluations.
- + Maintain social services program records.
- + Present social services program information to the public.
- + Refer clients to community or social service programs.
- + Visit individuals in their homes to provide support or information.

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Work Context

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- + **Contact With Others** — 96% responded “Constant contact with others.”
- + **Face-to-Face Discussions** — 86% responded “Every day.”
- + **Telephone** — 88% responded “Every day.”
- + **Electronic Mail** — 88% responded “Every day.”
- + **Indoors, Environmentally Controlled** — 82% responded “Every day.”

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Job Zone

Title Job Zone Four: Considerable Preparation Needed

Education Most of these occupations require a four-year bachelor's degree, but some do not.

Related Experience A considerable amount of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.

Job Training Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

Job Zone Examples Many of these occupations involve coordinating, supervising, managing, or training others. Examples include accountants, sales managers, database administrators, graphic designers, chemists, art directors, and cost estimators.

SVP Range (7.0 to < 8.0)

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Education

Percentage of Respondents	Education Level Required
27	Bachelor's degree
22	High school diploma or equivalent
18	Master's degree

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Credentials

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Interests

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Interest code: **CSE**

- ⊕ **Conventional** — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
- ⊕ **Social** — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
- ⊕ **Enterprising** — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

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Work Styles

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- ⊕ **Integrity** — Job requires being honest and ethical.
- ⊕ **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- ⊕ **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- ⊕ **Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- ⊕ **Cooperation** — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

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Work Values

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- ⊕ **Relationships** — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
- ⊕ **Support** — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
- ⊕ **Independence** — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.


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Related Occupations

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21-1092.00 [Probation Officers and Correctional Treatment Specialists](#)

25-2011.00 [Preschool Teachers, Except Special Education](#) 🌟

- 29-2053.00 [Psychiatric Technicians](#)
- 33-3012.00 [Correctional Officers and Jailers](#)
- 39-9041.00 [Residential Advisors](#)  **Bright Outlook**

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Wages & Employment Trends

Median wages (2016) \$15.29 hourly, \$31,810 annual

State wages



Employment (2016) 390,000 employees



Projected growth (2016-2026) ■■■■ Much faster than average (15% or higher)

Projected job openings (2016-2026) 55,400

State trends



Top industries (2016) [Health Care and Social Assistance](#)
[Government](#)

Source: Bureau of Labor Statistics [2016 wage data](#)  and [2016-2026 employment projections](#) . "Projected growth" represents the estimated change in total employment over the projections period (2016-2026). "Projected job openings" represent openings due to growth and replacement.

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Job Openings on the Web



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Sources of Additional Information

 All 1 displayed

Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [Occupational Outlook Handbook: Social and human service assistants](#) 

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