

MAJOR GROUP:	11-0000 Management Occupations	ESTABLISHED:	11/03/2023
MINOR GROUP:	11-9000 Other Management Occupations	REVISED:	
BROAD GROUP:	11-9150 Social and Community Service Managers		
LEVELS & PAY BAND ASSIGNMENT:	Level 1 – Pay Band 2, Labor Grades 21-23 Level 2 – Pay Band 3, Labor Grades 24-26 Level 3 – Pay Band 4, Labor Grades 27-28 Level 4 – Pay Band 5, Labor Grades 29-30 Level 5 – Pay Band 6, Labor Grades 31-32 Level 6 – Pay Band 7, Labor Grades 33-34	PAY SCHEDULE:	11 A000 A00025 A1305
PREVIOUS TITLES:	Administrator I-IV, Assistant Administrator, Manager, Program Planner I-III, Program Specialist IV, Supervisor IV-VII, Vocational Rehabilitation Supervisor *Classification into this Broad Group is contingent upon a position meeting the criteria for “Manager” as defined in the <i>Guidance on Classification into Supervisor, Manager, and Executive Occupations</i> .		

*Descriptions, Tasks, and KSAs excerpted from O*NET OnLine (<https://www.onetonline.org>) Sept 2022- Aug 2023.*

DESCRIPTION:	<u>11-9151.00 - Social and Community Service Managers (onetonline.org)</u> 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. Sample of reported job titles: Adoption Services Manager, Child Welfare Services Director, Children's Service Supervisor, Clinical Services Director, Community Services Director, Psychiatric Social Worker Supervisor, Social Services Director, Transitional Care Director, Vocational Rehabilitation Administrator
TASKS:	<u>11-9151.00 - Social and Community Service Managers (onetonline.org)</u> <ul style="list-style-type: none"> • 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. • 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. • 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.

	<ul style="list-style-type: none"> • 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.
<p>KSAs:</p>	<p><u>11-9151.00 - Social and Community Service Managers (onetonline.org)</u></p> <p>Knowledge</p> <p>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.</p> <p>Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.</p> <p>English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.</p> <p>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.</p> <p>Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.</p> <p>Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.</p> <p>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.</p> <p>Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.</p> <p>Sociology and Anthropology — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures, and their history and origins.</p> <p>Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.</p> <p>Skills</p> <p>Service Orientation — Actively looking for ways to help people.</p> <p>Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.</p> <p>Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.</p> <p>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.</p> <p>Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.</p>

Coordination — Adjusting actions in relation to others' actions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities

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 that there is a problem.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

FACTOR ANALYSIS		
LEVEL 1	FACTOR	TYPICAL RATING
JOB CODE: 11915001	KNOW-HOW:	4 skilled, professional-level, comprehensive
	SCOPE and EFFECT:	3 small-scale accountability, external impact, errors have moderate effects
	COMPLEXITY:	4 moderate analysis, research, frequent and complex problems
	WORK ENVIRONMENT:	3 low-medium physical exertion and risk exposure, frequent fieldwork
	COMMUNICATION:	4 variety of contacts, work cooperatively, explain detailed information
EXEMPT: N	INDEPENDENT ACTION:	4 independent functioning within set parameters, periodic review of work
EEO CATEGORY: 02 - Professional		
In-band Advancement(s):	None	
Broad Group Level Advancement:	None	
Pay Assignment Change:	None	
Minimum Qualifications:	Education/Experience:	High school diploma or equivalent credential with 3 years of additional relevant education or experience
	License/Certification(s):	None unless specified on the Supplemental Job Description (SJD)
Special Requirements:	Not Applicable	

FACTOR ANALYSIS		
LEVEL 2	FACTOR	TYPICAL RATING
JOB CODE: 11915002	KNOW-HOW:	4 skilled, professional-level, comprehensive
	SCOPE and EFFECT:	4 moderate-scale accountability, direct and indirect influence
	COMPLEXITY:	4 moderate analysis, research, frequent and complex problems
	WORK ENVIRONMENT:	2 low physical exertion and risk exposure, some fieldwork
	COMMUNICATION:	5 advanced and broad range of skills, wide variety of contacts, persuasion
EXEMPT: Y	INDEPENDENT ACTION:	5 independent work, allocation of resources, setting of short-term priorities
EEO CATEGORY: 02 - Professional		
In-band Advancement(s):	None	
Broad Group Level Advancement:	None	
Pay Assignment Change:	None	
Minimum Qualifications:	Education/Experience:	High school diploma or equivalent credential with 3 years of additional relevant education or experience
	License/Certification(s):	None unless specified on the Supplemental Job Description (SJD)
Special Requirements:	Not Applicable	

FACTOR ANALYSIS		
LEVEL 3	FACTOR	TYPICAL RATING
JOB CODE: 11915003	KNOW-HOW:	5 advanced, analytical, wide-range competence
	SCOPE and EFFECT:	4 moderate-scale accountability, direct and indirect influence
	COMPLEXITY:	5 complex analysis, fast-paced decision-making, multi-parameter problems
	WORK ENVIRONMENT:	2 low physical exertion and risk exposure, some fieldwork
	COMMUNICATION:	5 advanced and broad range of skills, wide variety of contacts, persuasion
EXEMPT: Y	INDEPENDENT ACTION:	5 independent work, allocation of resources, setting of short-term priorities
EEO CATEGORY: 02 - Professional		
In-band Advancement(s):	None	
Broad Group Level Advancement:	None	
Pay Assignment Change:	None	
Minimum Qualifications:	Education/Experience:	High school diploma or equivalent credential with 6 years of additional relevant education or experience
	License/Certification(s):	None unless specified on the Supplemental Job Description (SJD)
Special Requirements:	Not Applicable	

FACTOR ANALYSIS		
LEVEL 4	FACTOR	TYPICAL RATING
JOB CODE: 11915004	KNOW-HOW:	5 advanced, analytical, wide-range competence
	SCOPE and EFFECT:	5 large-scale accountability, widespread influence, severe impact of errors
	COMPLEXITY:	5 complex analysis, fast-paced decision-making, multi-parameter problems
	WORK ENVIRONMENT:	2 low physical exertion and risk exposure, some fieldwork
	COMMUNICATION:	6 mastery of interpersonal techniques, controversial topics, negotiation
EXEMPT: Y	INDEPENDENT ACTION:	6 authorization of long-term priorities, action on most impactful problems
EEO CATEGORY: 01 - Official Administration		
In-band Advancement(s):	None	
Broad Group Level Advancement:	None	
Pay Assignment Change:	Clinical Administrators (DOC only) +2 pay bands or A00025 assignment.	
Minimum Qualifications:	Education/Experience:	High school diploma or equivalent credential with 6 years of additional relevant education or experience
	License/Certification(s):	None unless specified on the Supplemental Job Description (SJD)
Special Requirements:	Not Applicable	

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JOB CODE: 11915005															
EXEMPT: Y															
EEO CATEGORY: 01 - Official Administration															
In-band Advancement(s):	None														
Broad Group Level Advancement:	None														
Pay Assignment Change:	Clinical Administrators (DOC only) +2 pay bands or A00025 assignment.														
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INDEPENDENT ACTION:	6 authorization of long-term priorities, action on most impactful problems														
JOB CODE: 11915006															
EXEMPT: Y															
EEO CATEGORY: 01 - Official Administration															
In-band Advancement(s):	None														
Broad Group Level Advancement:	None														
Pay Assignment Change:	Clinical Administrators (DOC only) A1305 assignment														
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Special Requirements:	Not Applicable														

FACTOR RATING SUMMARY

11-9150	KNOW-HOW	SCOPE & EFFECT	COMPLEXITY	WORK ENVIRONMENT	COMMUNICATION	INDEPENDENT ACTION	PREVIOUS LABOR GRADES
LEVEL 1 Points: 353-405	4	3	4	3	4	4	21-23
LEVEL 2 Points: 406-465	4	4	4	2	5	5	24-26
LEVEL 3 Points: 466-524	5	4	5	2	5	5	27-28
LEVEL 4 Points: 525-567	5	5	5	2	6	6	29-30
LEVEL 5 Points: 568-609	6	5	5	2	6	5	31-32
LEVEL 6 Points: 610-648	6	6	5	2	6	6	33-34

DISCLAIMERS:

This broad group specification is descriptive of general duties and is not intended to list every specific function of the job title(s) it contains.