Industry 101

HUMAN SERVICES

Human service professionals strive to meet human needs. They focus on work within a community, often in community-based settings in fields such as psychology, rehabilitation, and social work. They often partner with other helping professions to coordinate services to prevent and address problems, as well as improve overall quality of life.

According to the Bureau of Labor Statistics, employment of human service professionals is projected to grow 11 percent from 2014 to 2024. Growth is due to a growing elderly population and rising demand for healthcare and social services. In addition, growth is expected as more people seek treatment for their addictions and more drug offenders are sent to treatment programs rather than to jail.

For social and human service assistants, additional education is almost always necessary for advancement. In general, advancement to case management or social work roles require a master’s degree in human services, counseling, rehabilitation, social work, or a related field.

TRENDS & INDUSTRY INFO

Human services workers often work for nonprofit organizations, private for-profit social service agencies, and state and local government. They may work in offices, clinics, hospitals, group homes, and shelters. Some travel around their communities to see clients. Weekend and evening work is generally required.

STATE AND LOCAL GOVERNMENT AND HOSPITALS

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Individual and Family Services 28%

State and Local Government and Hospitals 20%

Residential Facilities 16%

Other 17%

Community and vocational rehabilitation services 11%

FACTS & STATS

The median annual wages for social & human service assistants in the top industries in which they worked were as follows:

$37,230 - State and local government, excluding education and hospitals

$32,910 - Religious, grantmaking, civic, professional, and similar organizations

$30,680 - Individual and family services

$28,420 - Nursing and residential care facilities

$ 28,340 - Community and vocational rehabilitation services
RESUME & SKILLS NEEDED

Resume
Reflect a passion for helping. Include experiences (internships, community service, volunteer, etc.) that demonstrate your ability to work well with people, speak languages spoken, and engagement with specific populations. Highlight the variety of settings (nonprofits, hospitals) and work (advocacy, counseling) you have experience with. Class projects, presentations and research are relevant. List student organizations or professional associations involved with.

Skills Required
• Interpersonal skills
• Compassion and empathy
• Cultural competency
• Communication skills (oral and written)
• Experience with diverse populations
• Organization and time management skills

Hiring Process and Timelines
Opportunities are posted and hired for as needs arise. Internships, mostly unpaid, may be available during the fall/spring, as well as the summer. Hiring processes are fairly standard and will include submission of an application and behavioral based interviews (phone or in-person).

Sample Job Titles
• Rehabilitation Coordinator
• Intake Coordinator
• Psychiatric Rehabilitation Specialist
• Family Support Worker
• Case Worker
• Bilingual Vocational Case Manager
• Behavior Resource Specialist
• Advocacy Case Manager

ON CAMPUS RESOURCES
• Active Minds Student Org
• Volunteer at the Health Center
• The Stamp Leadership Community & Service-learning
• Autism Speaks Organization
• Chicks for Chicks

OTHER RESOURCES
• VOA.org
• Volunteermatch.org
• My Sisters Place DC
• Idealist.org

WHERE ARE ALUMS?

Montgomery County Department of Health and Human Services

Massachusetts General Hospital

Kennedy Krieger Institute

Sheppard Pratt Health System

U.S. Department of Veterans Affairs