

## CORE COMPETENCIES

<u>11-1011 Chief Executives</u>
<p><b>Description:</b>                      Determine and formulate policies and provide the overall direction of companies or private and public sector organizations within the guidelines set up by a board of directors or similar governing body. Plan, direct, or coordinate operational activities at the highest level of management with the help of subordinate executives and staff managers.</p>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• <b>Coordination</b> - Adjusting actions in relation to others' actions.</li> <li>• <b>Judgment and Decision Making</b> - Considering the relative costs and benefits of potential actions to choose the most appropriate one.</li> <li>• <b>Systems Evaluation</b> - Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.</li> <li>• <b>Management of Financial Resources</b> - Determining how money will be spent to get the work done, and accounting for these expenditures.</li> <li>• <b>Systems Analysis</b> - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.</li> <li>• <b>Speaking</b> - Talking to others to convey information effectively.</li> <li>• <b>Critical Thinking</b> - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.</li> </ul>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• <b>Administration and Management</b> - 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.</li> <li>• <b>Economics and Accounting</b> - Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.</li> <li>• <b>English Language</b> - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.</li> <li>• <b>Production and Processing</b> - Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.</li> <li>• <b>Sales and Marketing</b> - Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.</li> <li>• <b>Mathematics</b> - Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.</li> <li>• <b>Personnel and Human Resources</b> - Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.</li> </ul>
<p><b>Education &amp; Training:</b> Work experience, plus a bachelor's or higher degree</p>

11-9151 Social and Community Service Managers

**Description:**

Plan, organize, 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.

**Skills:**

- **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.
- **Speaking** - Talking to others to convey information effectively.
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Time Management** - Managing one's own time and the time of others.
- **Instructing** - Teaching others how to do something.
- **Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.

**Knowledge:**

- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **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.
- **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.
- **Sociology and Anthropology** - Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **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.

**Education & Training:** Bachelor's degree

21-0000 Community and Social Service Occupations

[Child, Family, and School Social Workers](#)

[Clergy](#)

[Community Health Workers](#)

[Directors, Religious Activities and Education](#)

[Educational, Vocational, and School Counselors](#)

[Health Educators](#)

[Marriage and Family Therapists](#)

[Medical and Public Health Social Workers](#)

[Mental Health and Substance Abuse Social Workers](#)

[Mental Health Counselors](#)

[Probation Officers and Correctional Treatment Specialists](#)

[Rehabilitation Counselors](#)

[Social and Human Service Assistants](#)

[Substance Abuse and Behavioral Disorder Counselors](#)

**21-1011 Substance Abuse and Behavioral Disorder Counselors**

**Description:**

Counsel and advise individuals with alcohol, tobacco, drug, or other problems, such as gambling and eating disorders. May counsel individuals, families, or groups or engage in prevention programs.  
 Exclude: "Social Workers" (21-1021 through 21-1029), "Psychologists" (19-3031 through 19-3039), and "Mental Health Counselors" (21-1014) providing these services.

**Skills:**

- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Judgment and Decision Making** - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Service Orientation** - Actively looking for ways to help people.
- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Speaking** - Talking to others to convey information effectively.
- **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.
- **Learning Strategies** - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

**Knowledge:**

- **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.
- **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.
- **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.
- **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.
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Economics and Accounting** - Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- **Medicine and Dentistry** - Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.

**Education & Training:** Master's degree

21-1021 Child, Family, and School Social Workers

**Description:**

Provide social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children. May assist single parents, arrange adoptions, and find foster homes for abandoned or abused children. In schools, they address such problems as teenage pregnancy, misbehavior, and truancy. May also advise teachers on how to deal with problem children.

**Skills:**

- **Speaking** - Talking to others to convey information effectively..
- **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..
- **Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action..
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do..
- **Service Orientation** - Actively looking for ways to help people..
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents..
- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making

**Knowledge:**

- **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.
- **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.
- **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.
- **Sociology and Anthropology** - Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- **English Language** - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Law and Government** - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- **Computers and Electronics** - Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Education & Training:** Bachelor's degree

31-1011 Home Health Aides

**Description:**

Provide routine, personal healthcare, such as bathing, dressing, or grooming, to elderly, convalescent, or disabled persons in the home of patients or in a residential care facility.

**Skills:**

- **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.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.
- **Coordination** - Adjusting actions in relation to others' actions.
- **Service Orientation** - Actively looking for ways to help people.
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Knowledge:**

- **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.
- **Medicine and Dentistry** - Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
- **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.
- **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.
- **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.
- **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.

**Education & Training:** Short-term on-the-job training (short demonstration up to one month)

**21-1093 Social and Human Service Assistants**

**Description:**

Assist professionals from a wide variety of fields, such as psychology, rehabilitation, or social work, to provide client services, as well as support for families. May assist clients in identifying available benefits and social and community services and help clients obtain them. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or adult daycare. Exclude: "Rehabilitation Counselors" (21-1015), "Personal and Home Care Aides" (39-9021), "Eligibility Interviewers, Government Programs" (43-4061), and "Psychiatric Technicians" (29-2053).

**Skills:**

- **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.
- **Speaking** - Talking to others to convey information effectively.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **Time Management** - Managing one's own time and the time of others.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Knowledge:**

- **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.
- **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.
- **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.
- **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.
- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Sociology and Anthropology** - Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

**Education & Training:** Moderate-term on-the-job training (1 to 12 months)

39-9021 Personal and Home Care Aides

**Description:**

Assist elderly or disabled adults with daily living activities at the person's home or in a daytime non-residential facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide meals and supervised activities at non-residential care facilities. May advise families, the elderly, and disabled on such things as nutrition, cleanliness, and household utilities.

**Knowledge:**

- **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.
- **Medicine and Dentistry** - Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
- **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.
- **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.
- **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.
- **Communications and Media** - Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

**Skills:**

- **Social Perceptiveness** - Being aware of others' reactions and understanding why they react as they do.
- **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.
- **Coordination** - Adjusting actions in relation to others' actions.
- **Service Orientation** - Actively looking for ways to help people.
- **Time Management** - Managing one's own time and the time of others.
- **Monitoring** - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Speaking** - Talking to others to convey information effectively.

**Education & Training:** Short-term on-the-job training (short demonstration up to one month)