

BE A PART OF | Human Services





COUNT ON YOUR SUCCESS — CONSIDER CAREERS IN HUMAN SERVICES

Do you have a passion for improving the lives of others? If helping people lights a fire in your heart, then a career in Human Services may be right up your alley. Human Services is a broadly defined term that encompasses numerous ways to meet human needs. Direct service systems and creating accessibility to direct services are the main objectives of this career cluster.

Professionals in this field may work in many settings including community-based settings, offices, clinics, faith-based organizations, institutional settings, salons, and more. Human Services professionals and paraprofessionals are the heart of society, allowing humanity to not only survive, but thrive mentally, emotionally, spiritually, and even physically to create healthier and safer homes and communities.

Human Services professionals are responsible for caring for people by tending to psychological, physical, social, spiritual, and emotional needs of individuals and groups. These needs may be met through mental health counseling, rehabilitation, working in spas or barber shops, daycare centers, nail salons, government agencies, colleges and universities, hospitals and health clinics, churches and temples, emergency shelters and groups homes, just to name a few.

Career pathways to success in this cluster include working in Consumer Services, such as being an Employee Benefits Representative, Event Specialist or Customer Service Representative; Counseling or Mental Health Services such as a Marriage and Family Therapist, Vocational Rehabilitation Counselor or Psychologist; Early Childhood Development and Services such as a Nanny, Childcare Facility Director or Elementary School Counselor; Family and Community Services such as a Geriatric Service Worker, Volunteer Coordinator or Religious Leader; or Personal Care Services such as an Esthetician, Personal Trainer, Mortician, Home Care Aide or Barber.

THE HUMAN SERVICES CAREER CLUSTER

Career clusters are tools to help you decide where to focus your education and training as you formulate and then act on your career goals. They organize what you learn in school around specific professional fields, such as information technology, health sciences and finance.

The Human Services Cluster is divided into five majors, each based on groups of professions requiring similar talents, aptitudes, and skills.

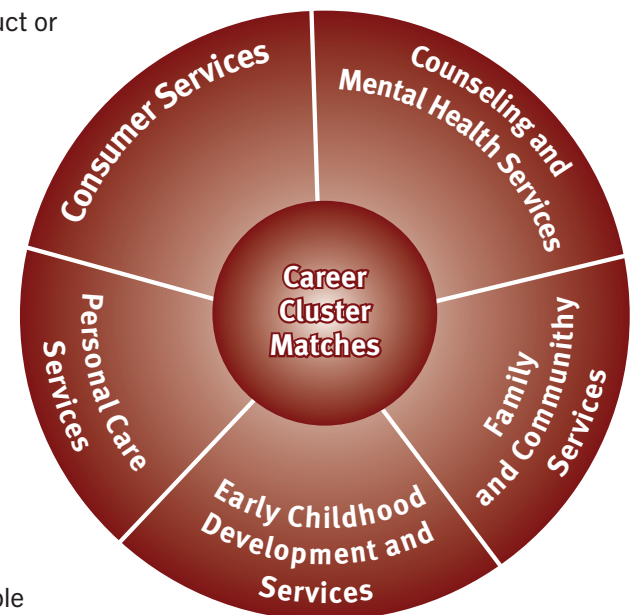
These five majors are Early Childhood Development and Services, Counseling and Mental Health Services, Family and Consumer Services, Personal Care Services and Consumer Services. They all involve working with people to help improve their lives. People working in these areas include childcare workers, substance abuse and behavioral disorder counselors, consumer advocates, social services workers, and massage therapists.

Careers in the Human Services cluster have seen a shift in technological needs and innovation in recent years. Those changes include mobile device support for real time receipt of information and alerts, digital forms and documents, paperless processes along with automated workflows, central data repositories to support collaboration and knowledge sharing between individuals and agencies, and cloud-based case management systems to match demand growth for agencies' services.

HUMAN SERVICES PATHWAYS – CONSUMER SERVICES/COUNSELING AND MENTAL HEALTH SERVICES/EARLY CHILDHOOD DEVELOPMENT AND SERVICES/FAMILY AND COMMUNITY SERVICES/PERSONAL CARE SERVICES

A wide variety of positions are essential in each of the five major Human Services areas.

- » **Consumer Services** – Consumer Services professionals combine communications skills with the product or service knowledge to provide accurate recommendations on products and services.
- » **Counseling and Mental Health Services** – Professionals use communication skills to interface effectively with referral sources including the legal system and study group dynamics to identify functions and effects of larger and smaller groups on personal effectiveness.
- » **Early Childhood Development and Services** – Service professionals have the responsibility of listening respectfully and attentively to children, parents, and staff members to collect input concerning a child's development, general child development, and current issues in the program or classroom. Individuals then communicate the often-complex issues surrounding early childcare in ways that can be easily understood by creating an inviting atmosphere in which to work.
- » **Family and Community Services** – Practitioners recognize concerns and assist individuals to make informed decisions about their needs. They work with many different community resources to gain a broad awareness of available help, to research and use state and local social service providers to expand their resource base, and to communicate with a family to gain family support.
- » **Personal Care Services** – Personal Care Service Professionals enjoy working and interacting with people and get satisfaction from doing an excellent job for their customers and catering to the needs of others.





CONSUMER SERVICES: PROFESSIONALS COMBINE COMMUNICATIONS SKILLS WITH PRODUCT OR SERVICE KNOWLEDGE TO PROVIDE ACCURATE RECOMMENDATIONS ON PRODUCTS AND SERVICES.

IF YOU CHOOSE CONSUMER SERVICES AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- Coordinating activities and services for organizations.
- Satisfying company regulations and requirements to meet consumers' needs.
- Collecting data and information to determine products and services that are desired by consumers.
- Selling diverse services or products through understanding what a company offers its consumers.

SAMPLE CAREERS

Associate's Degree or Less
Annual Salary Range
\$30,000-\$50,000

- Market Research Analyst
- Credit Counselor
- Wholesale and Retail Buyer

Bachelor's Degree
Annual Salary Range
\$50,000-\$100,000

- Fashion Coordinator
- Financial Manager
- Credit Manager

Bachelor's Degree + Graduate Degrees and/or Certifications
Annual Salary Range
\$100,000+

CAREER	ENTRY-LEVEL EDUCATION	ANNUAL MEDIAN SALARY & HOURLY PAY (2022)	JOB OUTLOOK (2022-32)	RESPONSIBILITIES	SKILLS
CUSTOMER SERVICE REPRESENTATIVE	High School Diploma or Equivalent	\$37,780/year \$18.16/hour	-2% (Decline)	<ul style="list-style-type: none"> • Interact with customers to provide basic scripted information in response to routine inquiries about products and services. • May handle and resolve general complaints. • Excludes individual whose duties are primarily installation, sale, repair, and technical support. 	<ul style="list-style-type: none"> • Active listening • Speaking/ Communication • Reading comprehension • Service orientation • Critical thinking
CREDIT COUNSELOR	Bachelor's Degree	\$47,320/year \$23.90/hour	10% (Faster than average)	<ul style="list-style-type: none"> • Advise and educate individuals or organizations on acquiring and managing debt. • May provide guidance in determining the best type of loan and explain loan requirements or restrictions. • May help develop debt management plans or student financial aid packages. • May advise on credit issues, or provide budget, mortgage, bankruptcy, or financial aid counseling. 	<ul style="list-style-type: none"> • Active listening • Speaking • Critical thinking • Reading comprehension • Writing
LOAN OFFICER	Bachelor's Degree	\$65,740/year \$31.60/hour	7% (Average)	<ul style="list-style-type: none"> • Evaluate, authorize, or recommend approval of commercial, real estate, or credit loans. • Advise borrowers on financial status and payment methods. Includes mortgage loan officers and agents, collection analysts, loan servicing officers, loan underwriters, and payday loan officers. 	<ul style="list-style-type: none"> • Active listening • Speaking • Judgment and decision making • Reading comprehension • Critical thinking
FASHION COORDINATOR	Bachelor's Degree	\$71,080/year \$34.17/hour	12% (Faster than average)	<ul style="list-style-type: none"> • Promote new fashions and coordinate promotional activities, such as fashion shows, to induce customers' acceptance. 	<ul style="list-style-type: none"> • Analytical skills • Speaking • Judgment and decision making • Reading comprehension • Critical thinking



COUNSELING & MENTAL HEALTH SERVICES: PROFESSIONALS USE COMMUNICATION SKILLS TO INTERFACE EFFECTIVELY WITH REFERRAL SOURCES INCLUDING THE LEGAL SYSTEM AND STUDY GROUP DYNAMICS TO IDENTIFY FUNCTIONS AND EFFECTS OF LARGER AND SMALLER GROUPS ON PERSONAL EFFECTIVENESS.

IF YOU CHOOSE COUNSELING & MENTAL HEALTH SERVICES AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- Assisting with personal, family, educational, and mental health problems, and career decisions.
- Developing programs to instruct people about conditions affecting well-being.
- Studying cognitive, emotional, and social processes and behavior.
- Providing client services in fields such as psychology, rehabilitation, and social work

SAMPLE CAREERS

Associate's Degree or Less
Annual Salary Range
\$30,000-\$50,000

- Psychiatric Technicians & Aides
- Social and Human Service Assistants

Bachelor's Degree
Annual Salary Range
\$50,000-\$100,000

- Mental Health Counselor
- Rehabilitation Counselor
- Substance Abuse and Behavioral Disorder Counselor
- Youth Counselor

Bachelor's Degree + Graduate Degrees and/or Certifications
Annual Salary Range
\$100,000+

- School Counselor
- School Psychologist
- Marriage and Family Therapist
- Clinical and Counseling Psychologist
- Neuropsychologists

CAREER	ENTRY-LEVEL EDUCATION	ANNUAL MEDIAN SALARY & HOURLY PAY (2022)	JOB OUTLOOK (2022-32)	RESPONSIBILITIES	SKILLS
CAREER COUNSELOR	Master's Degree	\$60,510/year \$29.09/hour	10% (Faster than average)	<ul style="list-style-type: none"> • Help students understand and overcome social, academic, or behavioral challenges that negatively affect performance and personal goals. • Work with students to develop skills that support learning and evaluate students' abilities and interests through aptitude assessments and interviews to help them choose a path to employment. 	<ul style="list-style-type: none"> • Active listening • Social perceptiveness • Speaking/ Communication • Reading comprehension • Service orientation • Reasoning and Problem Solving
SUBSTANCE ABUSE COUNSELOR	Master's Degree	\$49,710/year \$23.90/hour	11% (Faster than average)	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Active Listening • Speaking • Critical thinking • Social perceptiveness • Monitoring
MARRIAGE AND FAMILY THERAPIST	Master's Degree	\$56,570/year \$27.20/hour	11% (Faster than average)	<ul style="list-style-type: none"> • Diagnose and treat mental and emotional disorders, whether cognitive, affective, or behavioral, within the context of marriage and family systems. • Apply psychotherapeutic and family systems theories and techniques in delivering services to individuals, couples, and families to treat diagnosed nervous and mental disorders. 	<ul style="list-style-type: none"> • Active listening • Social perceptiveness • Speaking • Complex problem solving • Judgment and decision making
NEUROPSYCHOLOGIST	Doctorate Degree	\$106,420/year \$51.16/hour	3% (Slower than average)	<ul style="list-style-type: none"> • Apply theories and principles of neuropsychology to evaluate and diagnose disorders of higher cerebral functioning, often in research and medical settings. • Study the human brain and the effect of physiological states on human cognition and behavior. 	<ul style="list-style-type: none"> • Analytical skills • Communication skills • Integrity • Interpersonal skills • Observational skills • Patience • Problem solving skills



EARLY CHILDHOOD DEVELOPMENT AND SERVICES: SERVICE PROFESSIONALS HAVE THE RESPONSIBILITY OF LISTENING RESPECTFULLY AND ATTENTIVELY TO CHILDREN, PARENTS, AND STAFF MEMBERS TO COLLECT INPUT CONCERNING A CHILD’S DEVELOPMENT, GENERAL CHILD DEVELOPMENT, AND CURRENT ISSUES IN THE PROGRAM OR CLASSROOM. INDIVIDUALS THEN COMMUNICATE THE OFTEN-COMPLEX ISSUES SURROUNDING EARLY CHILDCARE IN WAYS THAT CAN BE EASILY UNDERSTOOD BY CREATING AN INVITING ATMOSPHERE IN WHICH TO WORK.

IF YOU CHOOSE EARLY CHILDHOOD DEVELOPMENT AND SERVICES AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- Nurturing or teaching of infants and young children in childcare centers, nursery schools, preschools, public schools, private households, and before- and after-school programs
- Demonstrate sensitivity and expertise working with a diverse group of people
- Demonstrate effective communication with staff, families, and children
- Effectively observing and sharing information with classroom teacher regarding children’s experiences

SAMPLE CAREERS

Associate’s Degree or Less
Annual Salary Range
\$30,000-\$50,000

- Nanny
- Daycare Teacher
- Preschool Teacher
- Help Desk Clerk

Bachelor’s Degree
Annual Salary Range
\$50,000-\$100,000

- Preschool/Childcare Center Director
- Family Specialist
- Early Childhood Technical Assistance Specialist

Bachelor’s Degree + Graduate Degrees and/or Certifications
Annual Salary Range
\$100,000+

- Early Care and Education Consultant
- Early Childhood Care/ Education Researcher
- Early Childhood Program Officer

CAREER	ENTRY-LEVEL EDUCATION	ANNUAL MEDIAN SALARY & HOURLY PAY (2022)	JOB OUTLOOK (2022-32)	RESPONSIBILITIES	SKILLS
NANNY	High School Diploma or Equivalent	\$28,520/year \$13.71/hour	7% (Average)	<ul style="list-style-type: none"> • Nannies care for children in private households and provide support and expertise to parents in satisfying children’s physical, emotional, intellectual, and social needs. • Duties may include meal planning and preparation, laundry and clothing care, organization of play activities and outings, discipline, intellectual stimulation, language activities, and transportation. 	<ul style="list-style-type: none"> • Communication • Judgment and decision making • Interpersonal skills • Patience • Physical stamina
PRESCHOOL TEACHER	Associate Degree	\$30,210/year \$14.52/hour	15% (Faster than average)	<ul style="list-style-type: none"> • Preschool Teachers instruct preschool aged students, following curricula or lesson plans, in activities designed to promote social, physical, and intellectual growth. 	<ul style="list-style-type: none"> • Instructing • Speaking • Active Listening • Learning Strategies • Coordination
PRESCHOOL/ CHILDCARE CENTER DIRECTOR	Bachelor's Degree	\$47,310/year \$22.75/hour	8% (Faster than average)	<ul style="list-style-type: none"> • Early care and education center administrators/directors ensure that programs offer developmentally appropriate experiences for children, support families’ needs, and operate with sound administrative and fiscal management. • Lead their staff members, design program plans, oversee daily activities, and prepare budgets. 	<ul style="list-style-type: none"> • Active Listening • Business skills • Communication • Coordination • Critical thinking • Interpersonal skills • Leadership skills • Organizational skills • Reading Comprehension
EARLY CARE AND EDUCATION RESEARCHER	Master's Degree/Ph.D.	\$122,340/year \$58.82/hour	5% (Average)	<ul style="list-style-type: none"> • Researchers specializing in early childhood conduct studies and evaluate services and practices to understand what practices lead to high quality early childhood classroom or home environments and positive outcomes for young children, the demographics qualifications and needs of the early childhood workforce, or how different public policies impact various aspects of the early care and education system. 	<ul style="list-style-type: none"> • Active Listening • Analytical skills • Critical thinking • Communication • Judgment and decision making • Reading comprehension • Writing



FAMILY AND COMMUNITY SERVICES: PRACTITIONERS RECOGNIZE CONCERNS AND ASSIST INDIVIDUALS TO MAKE INFORMED DECISIONS ABOUT THEIR NEEDS. THEY WORK WITH MANY DIFFERENT COMMUNITY RESOURCES TO GAIN A BROAD AWARENESS OF AVAILABLE HELP, TO RESEARCH AND USE STATE AND LOCAL SOCIAL SERVICE PROVIDERS TO EXPAND THEIR RESOURCE BASE, AND TO COMMUNICATE WITH A FAMILY TO GAIN FAMILY SUPPORT.

IF YOU CHOOSE FAMILY AND COMMUNITY SERVICES AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- Strengthening the well-being of individuals and families across the life span
- Using critical and creative thinking skills to address problems in diverse family, community, and work environments
- Promoting optimal nutrition and wellness across the lifespan
- Fostering successful life management, employment, and career development in others

SAMPLE CAREERS

Associate's Degree or Less
Annual Salary Range
\$30,000-\$50,000

- Health Education Specialists and Community Health Workers
- Social and Human Service Assistants
- Religious Activities and Education Directors
- Community and Social Service Specialists

Bachelor's Degree
Annual Salary Range
\$50,000-\$100,000

- Child, Family, and School Social Workers
- Clergy
- Healthcare Social Workers
- Social and Community Service Managers

Bachelor's Degree + Graduate Degrees and/or Certifications
Annual Salary Range
\$100,000+

CAREER	ENTRY-LEVEL EDUCATION	ANNUAL MEDIAN SALARY & HOURLY PAY (2022)	JOB OUTLOOK (2022-32)	RESPONSIBILITIES	SKILLS
HEALTH EDUCATION SPECIALIST	Bachelor's Degree	\$48,860/year \$23.49/hour	12% (Faster than average)	<ul style="list-style-type: none"> • Health education specialists develop programs to instruct people about conditions affecting well-being. • Community health workers promote wellness by helping people adopt healthy behaviors. 	<ul style="list-style-type: none"> • Analytical skills • Communication skills • Instructional skills • Interpersonal skills • Problem-solving skills
RELIGIOUS ACTIVITIES AND EDUCATION DIRECTOR	Bachelor's Degree	\$49,380/year \$23.74/hour	7% (Average)	<ul style="list-style-type: none"> • Religious Activities and Education Directors coordinate or design programs and conduct outreach to promote the religious education or activities of a denominational group • May provide counseling, guidance, and leadership relative to marital, health, financial and religious problems 	<ul style="list-style-type: none"> • Social Perceptiveness • Speaking • Active Listening • Reading Comprehension • Coordination
CHILD, FAMILY, AND SCHOOL SOCIAL WORKERS	Bachelor's Degree	\$50,820/year \$24.43/hour	10% (Faster than average)	<ul style="list-style-type: none"> • Social workers in various specializations 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. 	<ul style="list-style-type: none"> • Active listening • Speaking • Critical Thinking • Social Perceptiveness • Judgment and decision making
HEALTHCARE SOCIAL WORKER	Master's Degree	\$60,280/year \$28.98/hour	11% (Faster than average)	<ul style="list-style-type: none"> • Healthcare Social Workers provide individuals, families and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. • Service includes advising family caregivers. 	<ul style="list-style-type: none"> • Social Perceptiveness • Service Orientation • Speaking • Active Listening • Coordination



PERSONAL CARE AND SERVICES: SERVICE PROFESSIONALS ENJOY WORKING AND INTERACTING WITH PEOPLE AND GET SATISFACTION FROM DOING AN EXCELLENT JOB FOR THEIR CUSTOMERS AND CATERING TO THE NEEDS OF OTHERS.

IF YOU CHOOSE PERSONAL CARE AND SERVICES AS YOUR CAREER MAJOR, YOU MAY BE A PART OF:

- Attending to clients' beauty, fitness, and other needs.
- Working closely with other people throughout the workday
- Assisting individuals with daily health, nutrition, or mobility needs
- Caring for and comforting families during times of grief and loss
- Organizing spaces for individuals, families, or organizations.

SAMPLE CAREERS

Associate's Degree or Less
Annual Salary Range
\$30,000-\$50,000

- Animal Care and Service Workers
- Manicurists and Pedicurists
- Cosmetologists
- Recreation Workers
- Residential Advisors

Bachelor's Degree
Annual Salary Range
\$50,000-\$100,000

- Spa Manager
- First-Line Supervisor of Passenger Attendants
- Funeral Home Managers

Bachelor's Degree + Graduate Degrees and/or Certifications
Annual Salary Range
\$100,000+

- Prison Resident Care Aide
- Customer and Caregiver Data Demographics Advisor
- Live-in Certified Nursing Assistant
- Personal Care Attendant Implementation Manager

CAREER	ENTRY-LEVEL EDUCATION	ANNUAL MEDIAN SALARY & HOURLY PAY (2022)	JOB OUTLOOK (2022-32)	RESPONSIBILITIES	SKILLS
PERSONAL CARE AIDE	High School Diploma or Equivalent/ Certification	\$30,180/year \$14.51/hour	14% (Faster than average)	<ul style="list-style-type: none"> Personal Care Aides assist individuals with disabilities or illnesses who require help with personal care and daily activities. 	<ul style="list-style-type: none"> Service Orientation Social Perceptiveness Active Listening Speaking Monitoring
BARBER/ BEAUTICIAN	High School Diploma	\$34,140/year \$16.41/hour	10% (Faster than average)	<ul style="list-style-type: none"> Barbers provide barbering services, such as cutting, trimming, shampooing, and styling hair; trimming beards; or giving shaves. Beauticians provide beauty services, such as cutting, coloring, and styling hair, and massaging and treating scalp. May shampoo hair, apply makeup, dress wigs, remove hair, and provide nail and skincare services. 	<ul style="list-style-type: none"> Service Orientation Social Perceptiveness Active Listening Speaking Judgment and decision making Critical Thinking
EXERCISE TRAINERS AND GROUP FITNESS INSTRUCTORS	Bachelor's Degree	\$45,380/year \$21.82/hour	11% (Faster than average)	<ul style="list-style-type: none"> Exercise Trainers and Group Fitness Instructors lead or coach groups or individuals in exercise activities for personal fitness. Demonstrate techniques and forms, observe participants, and explain to them corrective measures necessary to improve their skills. 	<ul style="list-style-type: none"> Instructing Service Orientation Speaking Active Listening Learning Strategies
MORTICIANS, UNDERTAKERS, AND FUNERAL ARRANGERS	Associate Degree	\$51,570/year \$24.79/hour	10% (Faster than average)	<ul style="list-style-type: none"> Morticians, Undertakers, and Funeral Arrangers perform various tasks to arrange and direct individual funeral services, such as coordinating transportation of body to mortuary, interviewing family, or other authorized person to arrange details, selecting pallbearers, aiding with the selection of officials for religious rites, and providing transportation for mourners. 	<ul style="list-style-type: none"> Social Perceptiveness Active Listening Coordination Service Orientation Speaking

PROFILE OF THE South Carolina Graduate

WORLD-CLASS KNOWLEDGE

Rigorous standards in language arts and math for career and college readiness

Multiple languages, science, technology, engineering, mathematics (STEM), arts and social sciences



WORLD-CLASS SKILLS

Creativity and innovation

Critical thinking and problem solving

Collaboration and teamwork

Communication, information, media and technology

Knowing how to learn

LIFE AND CAREER CHARACTERISTICS

Integrity • Self-direction • Global perspective • Perseverance • Work ethic • Interpersonal skills

© SCASA Superintendents' Roundtable

Codified by the South Carolina General Assembly in 2016

Adopted by: SC Arts Alliance, SC Arts in Basic Curriculum Steering Committee, SCASCD, SC Chamber of Commerce, SC Coalition for Math & Science, SC Commission on Higher Education, SC Council on Competitiveness, SC Education Oversight Committee, SC School Boards Association, SC State Board of Education, SC State Department of Education, TransformSC Schools and Districts



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