

Social Service Skills

Use the following lists to show your skills on your resume and cover letter. You may have additional skills not shown on this list. List your skills in a separate Skills/Qualifications section on your resume. Highlight the most relevant skills in the middle paragraph of your letter.

Sample Skills/Skill Headings

Advocacy	Education/Training	Mentoring/Tutoring
Assessment/Referrals	Event Planning/Coordination	Public Speaking
Case Management	Fundraising/Development	Program Development
Civic Engagement	Interviewing & Assessment	Social Media/Website Management
Collaboration	Leadership Development	Volunteer Coordination
Community Education/Training	Management (Volunteer)	Writing/Research
Community Organizing	Marketing/Outreach	
Cultural Competency	Media Preparation	

By Issues: Environmental, Conservation, Human Rights/Civil Liberties, Immigration, Poverty, Women's, Youth, LGBT, etc.

Computer & Language Skills

Excel, Access, Google Apps, PowerPoint, Publisher, Photoshop, InDesign, Dreamweaver, Word
Social media: Facebook, Twitter, YouTube, LinkedIn, Pinterest, Tumblr, Flickr, GooglePlus+
Donor management tools: The Raiser's Edge, Salsa, Salesforce
Fluent in reading, speaking, and writing Spanish
Proficiency in written and oral communication in both Russian and English
Bilingual (Vietnamese/English) and bi-culturally competent

Certifications/Professional Development & Training

Current First Aid/CPR certification; valid Food Handlers Card
Passed DHS criminal background check
DHS 40 Hour Domestic Violence Advocacy Training – YWCA, 20XX
Peer Support Specialist Training (40 hrs.) – Oregon Health Authority, 20XX
Working knowledge of domestic violence etiology, resources, and related laws
Knowledge of landlord/tenant laws

Sample Skill Statements

Following is a long list of statements for specific skill sets in this field (scroll down to your interest area):

- **Assessment/Referrals**
- **Training/Advising**
- **Documentation**
- **Direct Care**
- **Event Production**
- **Fundraising and Development**
- **Collaboration**
- **Outreach/Public Relations**
- **Managing/Coordinating**
- **Civic Engagement**
- **Cultural Competency**

Assessment/Referrals

Responded to crisis calls by appropriately assessing the need, providing crisis intervention, referral and agency services

Ability to assess the needs of clients from various cultures

Assisted with client evaluations to determine program eligibility
Conducted client needs assessment, intake interviews, and program orientations
Conducted intakes and informational interviews (via phone and in person)
Interviewed clients and family members to gather information on social, educational, criminal, and substance use history
Supplied information and referrals to college and community resources
Demonstrated knowledge of Portland metro resources – housing, food, childcare, healthcare, etc.
Assessed individuals' needs and made referrals to assist with obtaining childcare, healthcare, housing, and financial assistance
Conducted assessments/evaluations of campaigns, services, and trainings
Created computer surveys to determine level of interest in proposed programs and opinions of past speakers and events

Training/Advising

Assisted in development of information (trainings) on advocacy, support, and crisis intervention to survivors of domestic violence, sexual assault, human trafficking
Prepared and developed (specify topic) workshops and trainings
Conducted individual and group training on life skills
Provided leadership training (specify) and activism resources to youth
Facilitated interactive discussion groups which focused on self/family management issues, including stress management, communication skills, problem solving, conflict resolution, etc.
Delivered presentations at schools and community organizations about date rape and domestic violence
Co-led student focus groups on (topic), participated in research, and served as a peer educator
Delivered classroom presentations on campus programs and services
Researched material and created handouts on college majors for career center library
Guided and advised students in the process of making informed career decisions
Conducted campus-wide tours for incoming students
Helped students navigate the college system, including setting up class schedules
Chaired a student committee on social concerns (specify) and arranged special lecture series
Tutored college students in math, English, accounting, chemistry, reading, writing
Led conversation groups for non-native speakers
Co-presented at domestic and sexual violence workshop
Co-taught a women's defense class
Facilitated classroom and community performances using interactive social justice theater to address issues of oppression such as racism, sexism, classism, domestic and sexual violence, etc.

Documentation

Maintained accurate case records, including client interactions, case plans, and services
Accurately completed all paperwork and documentation, including daily logging, services provided, data entry, and incident reports
Maintained and reported applicable statistics regarding programs and client services
Compiled evaluations, analyzed statistics, and created a report
Transcribed and edited client's oral histories

Direct Care

Provided direct care for adults with developmental disabilities in residential settings
Advised, assisted, and supported residents regarding education, employment, recreation, social, personal growth, and daily living experiences
Visited with and transported geriatric patients with a variety of physical and psychological ailments
Supervised and monitored day-to-day activities of residents in youth group homes
Managed clients by utilizing conflict resolution skills and crises management techniques
Motivated clients to comply with treatment requirements
Performed household and operational duties associated with residential group home, including menu planning, shopping, and meal preparation
Planned and supervised recreational activities both on and off site
Aided clients with preparation of insurance, medical, rent, and financial assistance forms

Co-developed goals and case plans
Participated in client treatment planning and case review with care providers
Coordinated and monitored services, including comprehensive tracking of client activities in relation to care plan
Conducted home visits
Knowledge of homeless youth culture and issues related to substance use and mental health

Event Production

Created and implemented event plan and budget; organized logistics; recruited and trained volunteers; solicited in-kind donations and sponsorships; developed invitations, flyers, printed programs, PowerPoint presentations, and mailings
Coordinated the following services for events: accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, promotional materials, audio-visual equipment
Developed event topics, chose featured speakers, and secured a venue
Recruited students, staff and faculty to perform in plays as cast and crew members
Organized and facilitated play rehearsals; provided coaching and support to cast members
Promoted events on college campus and in community with website postings, social media, posters and postcards, press releases, radio interview, TV appearance
Planned and coordinated social, educational, cultural, and recreational events and services on campus
Organized and managed ticket and merchandise sales
Planned and facilitated productive committee meetings, kept task lists/notes, and initiated follow-up
Chaired a student committee on social concerns and arranged special lecture series
Programmed and evaluated a video-taped panel discussion for student government leaders and college administrators
Co-arranged annual student field trips, including transportation, scheduling, soliciting ticket contributions, and adult assistance
Organized silent and live auctions
Helped with coordination of a college art fair and women's wellness fair
Assisted in promoting _____ to clubs and organizations, businesses, and other community groups
Oversaw design and production of materials used in tabling and networking events
Maintained records of event aspects, including budget details
Conducted post-event evaluation to determine how future event could be improved

Fundraising/Development

Managed all details of fundraising events, including invitations, advertising, ticket sales, speakers, decorations, seating, refreshments, cleanup
Organized various (numerous) fundraising functions such as a walkathon, sports tournament, merchandise sales, book drive, benefit concert, used-items sale, raffle, online auction for products/services
Assisted with fund-raising programs/goals: annual benefits, pledge drives, and direct mail campaigns
Spearheaded efforts that raised \$15,000 for a _____ fundraiser on campus
Secured entertainment, food & drink, and material donations
Wrote a grant proposal for _____
Coordinated a fundraising/donation drive for students in need during holidays
Solicited donations of clothing, household items, toys, gift cards, cash and other items from individuals, college departments and community businesses
Developed event sponsorships -- program advertisers and local businesses
Performed background research on donors and prospective donors
Solicited donations through cold calling
Crafted fundraising appeals, follow-ups, and thank you notes
Maintained fundraising database
Launched phone, letter, social media, and canvassing appeals
Reviewed and evaluated 12 grants to faculty for classroom speakers
Served on fundraising committee for local school
Set dollar goals and timetables, prepared feasibility studies, trained volunteers, and organized fundraising events
Maintained, stored, and organized development collateral materials, including display boards, signs, newspaper articles, notebooks of past events, etc.
Maintained spreadsheets detailing expenditures and revenues, prepared budgets, and generated financial reports

Collaboration

Worked in concert with college administration, students, faculty, staff and community agency members to develop and implement tobacco prevention/cessation education programs for students and staff
Worked collaboratively with stakeholder groups (list when relevant)
Coordinated activities with schools, community services, treatment programs, courts, and probation officers
Built relationships with local businesses, government, and nonprofit groups

Outreach/Public Relations

Produced direct mail and broadcast mail solicitations
Managed online presence on Facebook, Twitter, YouTube, etc.
Created brochures, newsletters, PowerPoint presentations, and blogs to explain issues and motivate involvement
Facilitated student and staff focus groups on campus smoking issue
Conducted intakes and informational interviews over the phone and in person
Disseminated information about community events, services, and issues
Wrote and submitted newsletter articles and photos regarding volunteer activities
Maintained organization (department) website, including electronic newsletter, blog, community calendar, and social media sites
Produced email and paper (hard copy) newsletter; maintained a website
Drafted correspondence and website content
Uploaded images, videos, and blog posts to social media sites (Facebook, Twitter, Tumblr, Vine, YouTube, etc.)
Assisted with website updating and maintenance of program outreach databases
Wrote and sent out action alerts with a form letter to sign, then forwarded to policy maker
Provided education to students (the community) through presentations, workshops, and tabling events
Facilitated student discussions on a variety of issues: political, racism, conservation, poverty
Recruited and confirmed speakers and presenters
Registered and educated students; assembled voter education materials focusing on post-secondary education.
Maintained database of community stakeholders
Assisted with preparations for meetings and forums with constituents and organizations
Assisted in organizing and carrying out assemblies, workshops, events, and meetings. (be specific)
Scheduled speaking engagements and recruited spokespeople

Managing/Leadership

Directly oversaw # entry-level staff associates
Delegated tasks to student government leaders according to their goals and work schedules; created various rewards to motivate members
Planned, developed, and facilitated staff meetings and leadership training programs
Programmed and facilitated a panel discussion for student leaders and college administrators
Recruited, screened, trained, and managed volunteers and interns
Prepared a budget and presented to supervisor
Delegated tasks to committee members; ensured all tasks were assigned and accomplished
Gave monthly progress reports to planning committee and director
Created meeting agendas and led weekly club meetings
Consulted with staff and volunteers to write and update volunteer job descriptions
Scheduled interviews, prepared materials, and conducted orientation and training sessions for new volunteers and interns
Coordinated schedules and logistics for volunteers (employees, staff)
Assisted with planning, organizing, and executing recruitment and hiring of paid student advisers
Led group discussions with students to discuss their current needs and successes in career exploration

Civic Engagement

Facilitated exploration of social/political issues and community building through theatre-based exercises performed at college and high school campuses
Actively participated in a wide range of community organizations: Salvation Army, Planned Parenthood, Big Brother Program, YWCA, League of Women Voters

Cultural Competency

Ability to interact appropriately with people from diverse socio-economic, racial, ethnic, age, gender, sexual orientation, and religious groups

Sensitivity to and experience working with vulnerable populations

Provided culturally appropriate services, support, and referrals

Experience working with low-income and ethnically diverse populations

Demonstrated ability to work non-judgmentally with people of diverse backgrounds and life experiences

Gained cross-cultural knowledge by studying abroad (travelling) in (country)

Fluency in speaking, reading and writing Spanish

Proficiency in written and oral communication in both English and Vietnamese

Bilingual (Russian/English) and bi-culturally competent

Always maintain and respect client confidentiality

Respectfully and delicately handle confidential and sensitive information