



M.S. in Human Services Management

PROGRAM OVERVIEW

A solution for Elevating the Human Services Management Profession

- The M.S. in Human Services Management is a specialized, practice-oriented, niche graduate degree, designed in consultation with and support of industry leadership, and completed by students while they work full-time.
- The program addresses a common problem in the field: when direct service employees are promoted to managerial positions, they often fail because they do not have appropriate managerial skills. This program will help employers and employees resolve this issue.
- The Human Services field includes both nonprofit and for-profit providers, with work commonly performed under contract with state (e.g., IL DHS) and federal agencies (e.g., U.S. Department of Health and Human Services), as well as the state and federal government agencies themselves.
- Services provided often include preventive, rehabilitation, and support services in alcoholism and substance abuse, developmental disabilities, family and community services, mental health, rehabilitation, homelessness, child welfare and many others.

- Emphasis is on sharing of best practices, immediate application at the workplace, and supporting/preparing students for advancement in managerial positions.

PROGRAM OUTCOMES

Program Outcomes include but are not limited to:

- (1) Organizational problem identification, analysis and resolution.
- (2) Effective use of internal and external communication.
- (3) Quantitative and qualitative data analysis and application.
- (4) Program evaluation design and development.
- (5) Financial management and funding.
- (6) Human resources management.



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TOPIC AREAS

Topic areas include but are not limited to:

- Role of Managers and Successful Transition from Professional to Managerial Role
- Supervising Employees
- Performance Appraisals
- Working with Boards of Directors
- Art of Delegation
- Working with State and National Governments
- Publicly Funded Systems
- Working with Volunteers and Union
- Developing and Managing Budgets
- Marketing and Strategic Planning
- Relating to the Media
- Organizations and Leadership Practices
- Managing Crisis, Change and Organizational Resistance to Change
- Managing Risk

CAREER OUTLOOK

According to the Bureau of Labor Statistics, demand for Human and Community Service Managers will be above average, growing at 21% (2.1% annually) for the next ten years (2012–2022) and creating 132,900 jobs at an average salary of \$59,970 per year (see GuideStar). Most of these jobs will be in the areas of servicing those that are elderly and disabled.

- Based upon Dunn and Bradstreet data, there are 10,249 organizations that operate the Human Services category within the Chicago Metropolitan area.
- Data available about recent undergraduates entering the field shows that there were 506 undergraduate degrees awarded in Illinois in 2014 within Human Services.

To learn more about this program, please contact:

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