

# Series 0187 Social Services -- Career Roadmap

CWDA Skill Level 2: YA/YC-2, GS 9-13, NF-4



**Academic Credential Requirement:**

Degree and/or a combination of education and work experience is needed to qualify. For details, see: [opm.gov/qualifications/standards/IORs/gs0100/0187.HTM](http://opm.gov/qualifications/standards/IORs/gs0100/0187.HTM)



**Competency Requirements:**

**Administrative Services**

- Establish eligibility for financial assistance to determine economic need and authorize money payments and contingent items.

**Client Services**

- Provide assistance and services in connection with a program of social services.
- Provide assistance and services to help individuals find solutions to overt needs rather than to resolve personality problems.
- Identify related needs and provide auxiliary service to recipients who need and can use forms of assistance; help to make use of any resources available to meet needs.
- Work effectively with applicants to achieve mutual understanding and gain active cooperation in exploring case facts to develop a basis for decision as to what assistance can be offered.
- Review each recipients' case at regular intervals to verify continuing eligibility exists or make necessary adjustments.
- Help recipients work towards reasonable goals of independence to solve problems related to dependency.

**Customer Service - Service Orientation**

- Anticipates customer needs, takes action to meet customer needs, and continually searches for ways to increase customer satisfaction to ensure the delivery of world class customer service.



**Experience Requirement:**

For GS: Normally, one year of specialized experience at the next lower grade required or equivalent is required. For details, refer to: [opm.gov/qualifications/standards/group-stds/gs-admin.asp](http://opm.gov/qualifications/standards/group-stds/gs-admin.asp)

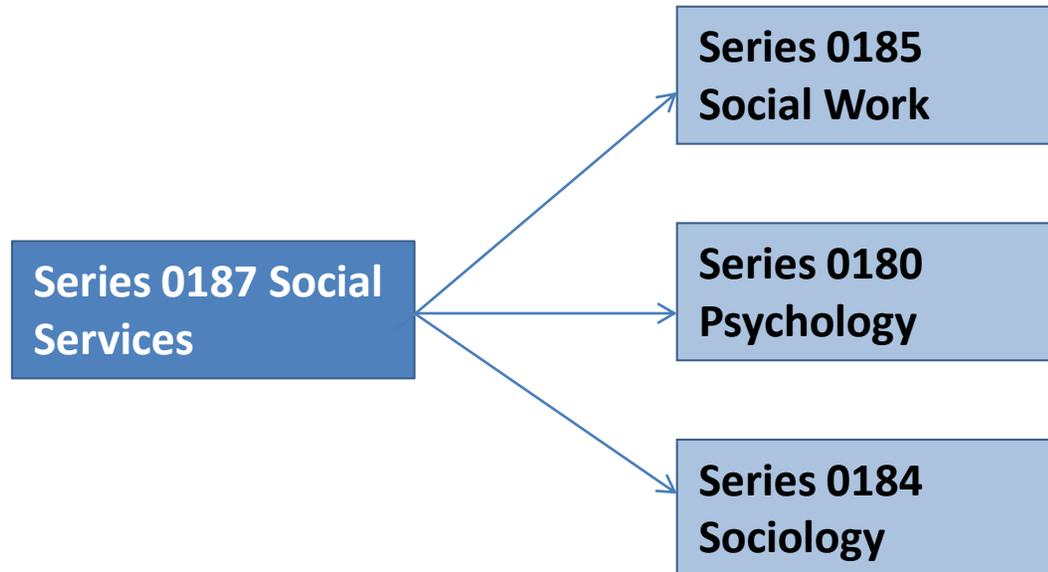


**Desired Leadership Competency Level (CLD):**

Foundation, Supervisory

# Career Opportunities

**Related Job Series:** The chart below identifies Job Series within the occupational group with the greatest similarity in scope of work and competencies. Click on an icon to see the Career Roadmap for the Job Series.



**Competencies:** You may determine how closely your competencies match the related Job Series by conducting a Self- Assessment within [CWDA](#).

**Additional Opportunities:** You may conduct a Self-Assessment within CWDA for any Job Series represented within the Marine Corps to determine how closely your qualifications and competencies match other opportunities. For a comprehensive list of Job Series, [click here](#).