Job Market Data for Trauma Prevention & Recovery

Analysis of data gathered through a class project by three USF students in Spring 2010
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Original Formative Research for Certificate:

- 2005 Bay Area Community Health Worker Study:
  - 44% of responding organizations (N=248) provide services in violence prevention.
  - Need for ongoing professional development training re: services for victims of violence.

- SFSU Urban Institute study of Nonprofits (2001):
  - 60% of respondents (N=169) provide services in mental health, crisis intervention or domestic violence.
  - Many others work in trauma-related areas – youth, substance abuse, homelessness…
  - Important challenge reported by employers: difficulty finding and retaining well-trained staff.

Questions to Investigate

- What kinds of jobs are listed that might be appropriate for Trauma Prevention & Recovery certificate students?
- What competencies stressed?
- How do potential employers react to the certificate as a qualification?

Methods

- Spreadsheet: Analysis of 75 job postings (Craigslist, others), roughly classified by type and main qualifications sought
- Survey: Brief phone interviews with HR managers at 18 nonprofits that commonly listed job openings
**Education Levels**

- About half (36) of the jobs analyzed require a Bachelor’s degree
- Of those that don’t require a BA:
  - Many recommend it
  - 5 required some college coursework, AA or certificate
  - 16 require some work experience
  - 10 had no specific educational or work experience requirements

**Job Titles**

- Common job titles that seem to best fit with certificate – variations on
  - Case Manager
  - Counselor
  - Coordinator
- Rarer titles: educator, coach, family partner, program assistant, worker

**Job Conditions**

- About 2/3 are full-time jobs
- Salary generally in range of $30,000-38,000 (some lower, few higher)
- Range of agencies hiring – public agencies, nonprofits, schools
- Variable hours

**Desired Qualifications**

- Knowledge:
  - cultural competency
  - community resources
- Skills:
  - communication skills
  - customer service skills
  - organizational skills, problem-solving
  - computer skills
  - ability to establish rapport
- Bilingual: most commonly Spanish
### Desired Qualifications (mentioned):

- knowledge of:
  - public benefits
  - abuse/trauma
  - substance abuse
  - child welfare
  - Head Start
  - curriculum development
  - group facilitation
  - interviewing methods
  - self- and peer-support
  - screening patients
  - social rehabilitation
  - CPR and first aid.

### Previous Experience

- Strongly preferred for most jobs
- Required for many jobs

Types of experience mentioned:
- Experience with high-risk population
- Experience working with children or youth in groups or institutions
- Experience working with elderly
- Experience with handling data, office work
- Experience in a nonprofit
- Experience with specific job tasks

### Generally Favorable to Certificate

- 7 found the certificate “quite useful” when applying for jobs.
  - Said the certificate could offset a lack of experience, but not substitute for a Bachelor’s degree.
- 9 found the certificate “somewhat useful.”
- 2 found the certificate “not useful” to the jobs they post.

### HR responses

- It would provide candidates with beneficial knowledge to work with sensitive cases.
- Helpful for direct service jobs – homeless, abuse cases.
- Could give a job candidate an edge when competing against others at the same educational level.