

Healthcare COMPETENCY MAP



#Prepared4PA

Pennsylvania's
STATE SYSTEM
of Higher Education



TABLE OF CONTENTS

Industry-wide Foundational Skills	4
Registered Nurse	5
Personal Care Aides/ Nursing Assistants	7
Licensed Practical and Licensed Vocational Nurses	9
Mental Health & Substance Abuse Social Workers	11
Medical Assistants	13

OVERVIEW

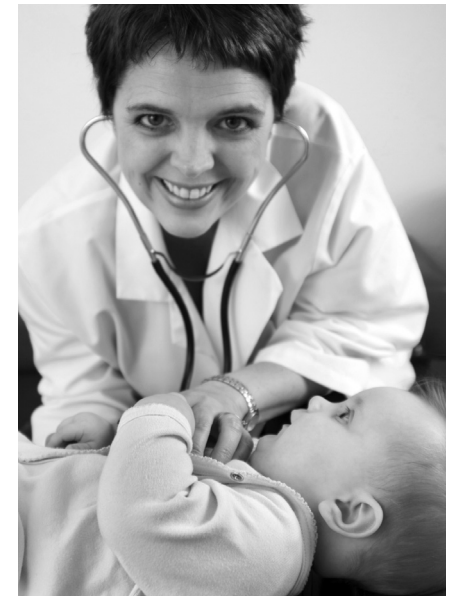
Pennsylvania's State System of Higher Education (PASSHE) is building industry-education-workforce collaboratives to foster stronger connections in our state's workforce ecosystem. This report on high-demand occupations is designed to articulate the competencies, skills, and credentials required by employers to inform quality, robust, industry-validated training and education programs.

WHY COMPETENCIES MATTER

Competencies represent sets of skills, knowledge, and attitudes necessary for broad job functions. These competencies are linked to successful performance and are desirable regardless of an individual's area of expertise or role. Competencies provide a framework to help focus individuals' behavior on things that matter most to an organization and help drive success. They can provide a common way to harmonize, select, and develop talent. Competencies help define how a person should perform a role, and they are often determined in the context of workplace demands - the knowledge, and skills needed to do a specific job or task.

HOW TO USE THESE COMPETENCY MAPS AND CAREER PATHWAYS

The competency maps are meant to serve as a tool for the State System and other education and training providers to develop curricula for pilot programs that meet employer needs for identified in-demand occupations. An important note about these competency maps and career pathways is that they are not an exact science - these competency maps are meant to serve as tools for what is generally required for each occupation. Requirements for competencies vary based on many factors such as employer size, preference, location, and specific need.

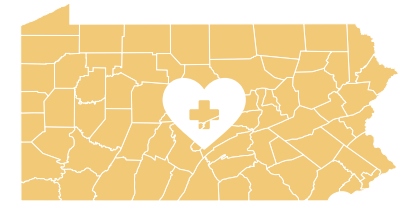


CAEL collaborated with the State System to develop the following Competency Maps in Key Industries across the Commonwealth. Recognizing that adult learners are the backbone of the U.S. economy, CAEL helps forge a clear, viable connection between education and career success, providing solutions that promote sustainable and equitable economic growth. CAEL opens doors to opportunity in collaboration with workforce and economic developers, postsecondary educators, and employers, industry groups, foundations, and other mission-aligned organizations. By engaging with these stakeholders, we foster a culture of innovative, lifelong learning that helps individuals and their communities thrive. Established in 1974, CAEL, a Strada Education Network affiliate, is a nonprofit 501(c)(3) membership organization.

PENNSYLVANIA'S HEALTHCARE INDUSTRY

Healthcare has a large presence in Pennsylvania, employing roughly 1.05 million in 2020, at a rate 30% higher than the national average and an expected rate of change of 9% until 2025. At the statewide level, the following occupations within these competency maps are primarily employed within General Medical and Surgical Hospitals, Services for the Elderly and Persons with Disabilities, Home Health Care Services, and Nursing Care Facilities (or Skilled Nursing Facilities) sub-industries.

Digging further at the regional level, most regions have similar sub-industries in which these occupations are employed, with the Eastern region having slightly more employed in Services for Elderly and Persons with Disabilities than other regions. Below is an example of some regional specific sub-industries within which these occupations are primarily employed:



HIGH LEVEL REGIONAL SUB-INDUSTRY COMPARISONS WITHIN HEALTHCARE

NORTHERN

- ⊗ General Medical and Surgical Hospitals
- ⊗ Services for Elderly and Persons with Disabilities
- ⊗ Nursing Care Facilities

SOUTHERN

- ⊗ General Medical and Surgical Hospitals
- ⊗ Services for Elderly and Persons with Disabilities
- ⊗ Continuing Care Retirement Communities

EASTERN

- ⊗ Services for Elderly and Persons with Disabilities
- ⊗ General Medical and Surgical Hospitals
- ⊗ Home Health Care Services

WESTERN

- ⊗ General Medical and Surgical Hospitals
- ⊗ Services for Elderly and Persons with Disabilities
- ⊗ Nursing Care Facilities

The occupations included in these competency maps are the most in-demand healthcare occupations across the state, typically with varying degrees of need at regional levels. However, when it comes to Healthcare, many of the regions' demands are well aligned, with Registered Nurses being the most in demand, except for the Western region, where Personal Care Aides is the most in demand.

NORTHERN

- ⊗ Registered Nurses
- ⊗ Personal Care Aides/Nursing Assistants
- ⊗ Licensed Practical and Licensed Vocational Nurses
- ⊗ Mental Health & Substance Abuse Social Workers
- ⊗ Medical Assistants

SOUTHERN

- ⊗ Registered Nurses
- ⊗ Personal Care Aides/Nursing Assistants
- ⊗ Licensed Practical and Licensed Vocational Nurses
- ⊗ Mental Health & Substance Abuse Social Workers
- ⊗ Medical Assistants

EASTERN

- ⊗ Personal Care Aides/Nursing Assistants
- ⊗ Mental Health & Substance Abuse Social Workers
- ⊗ Medical Assistants

WESTERN

- ⊗ Personal Care Aides/Nursing Assistants
- ⊗ Registered Nurses
- ⊗ Licensed Practical and Licensed Vocational Nurses
- ⊗ Mental Health & Substance Abuse Social Workers
- ⊗ Medical Assistants

INDUSTRY-WIDE FOUNDATIONAL SKILLS

Below please find a list of top foundational skills within the Healthcare industry. Foundational skills are defined as core skills that provide a foundation for success in school and in the world of work. Nationally, employers have identified a link between foundational skills and job performance, and foundational skills are often a prerequisite for workers to learn new industry-specific skills. Foundational skills are broken down into three categories as defined below:



HEALTHCARE: INDUSTRY-WIDE FOUNDATIONAL SKILLS

PERSONAL EFFECTIVENESS COMPETENCIES

These competencies are essential for all life roles - roles as a member of a family, a community, and a larger society. These “soft skills” are increasingly valued in the labor market.

- ⓧ **Interpersonal Skills:** Displaying skills to work effectively with others from diverse backgrounds.
- ⓧ **Integrity:** Displaying strong moral principles and work ethic.
- ⓧ **Professionalism:** Maintaining a professional presence.
- ⓧ **Initiative:** Demonstrating a commitment to effective job performance by taking action on one’s own and following through to get the job done.
- ⓧ **Dependability:** Displaying responsible behaviors at work.
- ⓧ **Adaptability:** Displaying the capability to adapt to new, different, or changing requirements.
- ⓧ **Lifelong Learning:** Demonstrating a commitment to self-development and improvement of knowledge and skills.

ACADEMIC COMPETENCIES

These are critical competencies primarily learned in an academic setting, as well as cognitive functions and thinking styles. These competencies are likely to apply to all organizations in a single industry or be represented by an industry association nationwide.

- ⓧ **Communication:** Listening, speaking, and signaling so others can understand using a variety of methods, including hearing, speech, American Sign Language, instant messaging, text-to-speech devices, etc.
- ⓧ **Basic Computer Skills:** Using information technology and related applications, including adaptive devices and software, to convey and retrieve information.
- ⓧ **Critical & Analytical Thinking:** Using logical thought processes to analyze information and draw conclusions.
- ⓧ **Reading:** Understanding written sentences, paragraphs, and figures in work-related documents on paper, on computers, or adaptive devices.
- ⓧ **Writing:** Using standard business English to compile information and prepare written documents on paper, computers, or adaptive devices.
- ⓧ **Mathematics:** Using mathematics to express ideas and solve problems.
- ⓧ **Science & Technology:** Using scientific rules and methods to express ideas and solve problems on paper, on computers, or on adaptive devices.

WORKPLACE COMPETENCIES

These competencies represent those skills and abilities that allow individuals to function in an organizational setting.

- ⓧ **Leadership:** Managing and leading team members to successful outcomes in the workplace
- ⓧ **Scheduling/Coordinating:** Making arrangements that fulfill all requirements as efficiently and economically as possible.
- ⓧ **Problem Solving/Decision Making:** Generating, evaluating, and implementing solutions to problems.
- ⓧ **Customer Focus:** Efficiently and effectively addressing the needs of clients/customers.
- ⓧ **Instruction/Teaching:** Teaching others how to do something.
- ⓧ **Detail Orientation:** Being accurate and thorough in review and development of work materials/content
- ⓧ **Teamwork:** Working cooperatively with others to complete work assignments.
- ⓧ **Creative Thinking:** Generating innovative and creative solutions.



HEALTHCARE

REGISTERED NURSE

JOB DESCRIPTION	Assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records. Administer nursing care to ill, injured, convalescent, or disabled patients. May advise patients on health maintenance and disease prevention or provide case management. Licensing or registration required.
KEY FOUNDATIONAL SKILLS	Communication, Leadership, Customer Focus, Problem Solving/Decision Making, Teamwork, and Time Management
HEALTHCARE DELIVERY	<p>Patient Care Preparation & Planning: Prepare patients and their rooms with sterile instruments, equipment, or supplies and assist with examinations or treatments by administering local, inhalation, intravenous, or other anesthetics and/or handling items and providing information about patients' conditions to surgeons during operations. Assess, plan, implement, or evaluate patient care plans by consulting and coordinating with healthcare team members.</p> <p>Medication Administration & Consultation: Modify patient treatment plans by prescribing or recommending and/or administering drugs, medical devices, or other forms of treatment by listening to patients' responses and conditions and monitoring patients for reactions or side effects.</p> <p>Checking, Examining, & Recording: Monitor all aspects of patient care, including patients' condition, vital signs, diet and physical activity, and medical information by collecting, recording, and reporting symptoms or changes in patients' conditions.</p> <p>Diagnostic Procedures: Order, interpret, and evaluate diagnostic tests to identify and assess a patient's condition by conducting specified laboratory tests, performing physical examinations, making tentative diagnoses, and treating patients en route to hospitals or at disaster site triage centers.</p>
HEALTH INFORMATION	<p>Documentation: Maintain accurate detailed reports and records by entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.</p> <p>Administrative Tasks: Perform administrative or managerial functions, such as taking responsibility for a unit's staff, budget, planning, or long-range goals by maintaining files and processing paperwork.</p> <p>Monitoring & Reporting: Monitor patients' condition by collecting, recording, and reporting symptoms or changes in patients' conditions, including all medical information and vital signs.</p>
HEALTH INDUSTRY ETHICS	<p>Infection Control: Direct or coordinate infection control programs by advising or consulting with specified personnel about necessary precautions.</p>
SAFETY SYSTEMS	<p>Safety: Assess the needs of individuals, families, or communities by assessing individuals' home or work environments, to identify potential health or safety problems.</p>
LAWS & REGULATIONS	<p>Compliance: Ensure practices are within compliance by consulting with institutions or associations regarding issues or concerns relevant to the practice and profession of nursing. Engage in research activities related to nursing.</p>
KNOWLEDGE	Case Management, Patient Advocacy, Care Coordination, Discharge Planning, Telemetry, Basic Life Support, Advanced Cardiovascular Life Support (ACLS), Healthcare Informatics & Telemedicine, Electronic Medical Records (EMR).



HEALTHCARE

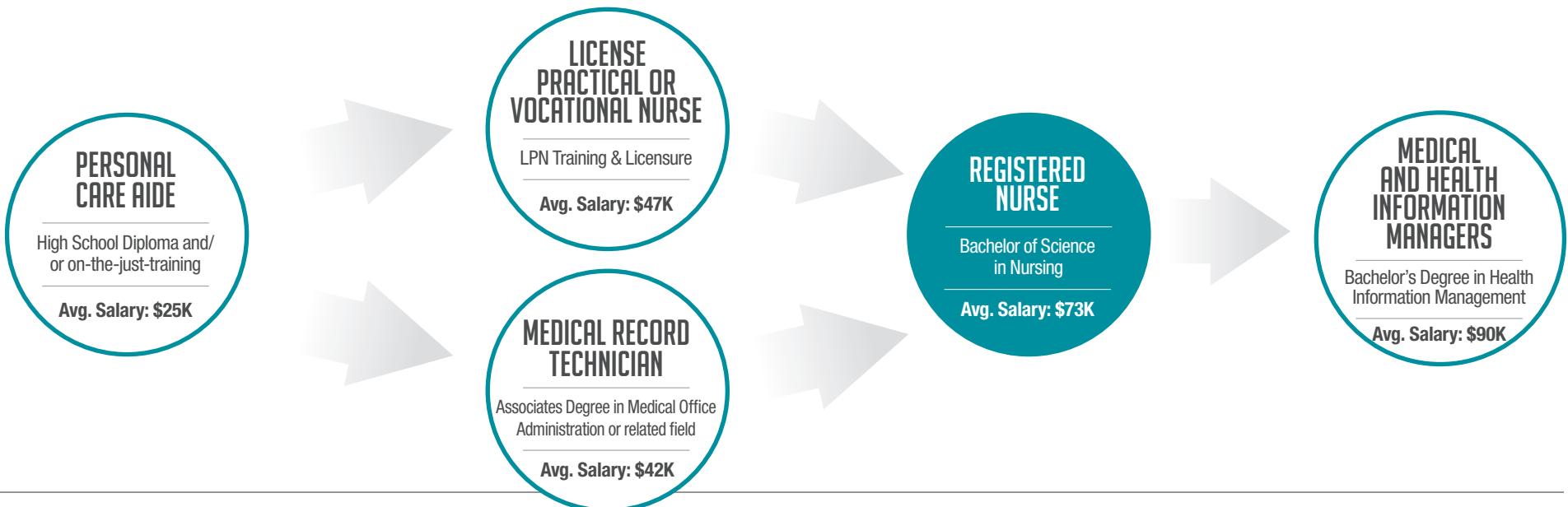
REGISTERED NURSE

SALARY RANGE	Entry Level: \$50,000 - \$60,000 (depending on region and employer)	Advanced Level: \$60,000 - \$90,000
TECHNOLOGIES	<ul style="list-style-type: none"> ⊗ Calendar and scheduling software ⊗ Categorization or classification software ⊗ Database user interface and query software ⊗ Electronic Mail Software ⊗ Information retrieval or search software ⊗ Medical Software (MediTech / EPIC) 	<ul style="list-style-type: none"> ⊗ Human resources software ⊗ Office suite software ⊗ Operating system software ⊗ Presentation software ⊗ Project management software ⊗ Spreadsheet software
CREDENTIALS	<p>Required: Cardiopulmonary Resuscitation (CPR), NCLEX Exam Passage, Registered Nursing Licensure</p> <p>Preferred: Associate Degree in Nursing (ADN) or Associates Degree in Science in Nursing (ASN), Bachelor of Science in Nursing (BSN)</p>	<p>Optional/Dependent on Specialty: Master of Science in Nursing (MSN); Doctorate in Nursing, Associate's Degree in Nursing</p>
WORK EXPERIENCE	0-5+ Years	
JOB ROLES/ SPECIALTIES	Charge Nurse, Director of Nursing (DON), Emergency Department RN (Emergency Department Registered Nurse), Oncology RN (Oncology Registered Nurse), Operating Room Registered Nurse (OR RN), Public Health Nurse (PHN), Registered Nurse (RN), School Nurse, Staff Nurse, Staff RN (Staff Registered Nurse)	



REGISTERED NURSE PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The key occupation is represented by the colored-in circle.





HEALTHCARE

PERSONAL CARE AIDES / NURSING ASSISTANTS

JOB DESCRIPTION

Assist the elderly, convalescents, or persons with disabilities with daily living activities at the person's home or in a care facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide assistance at non-residential care facilities. May advise families, the elderly, convalescents, and persons with disabilities regarding such things as nutrition, cleanliness, and household activities.

KEY FOUNDATIONAL SKILLS

Interpersonal Skills, Adaptability, Customer Focus, Dependability, Problem Solving/Decision Making, Time Management

HEALTHCARE DELIVERY

Caregiving: Provide personal patient care by administering bedside care, such as ambulation or personal hygiene assistance, sometimes during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles. Perform healthcare-related tasks by monitoring vital signs and medication, under the direction of registered nurses or physiotherapists. Monitor proper nutrition of clients by preparing or serving food trays, and assisting patients in eating or drinking, and reviewing the patient's dietary restrictions, food allergies, and preferences.

Home Care: Assist with household duties such as cooking, cleaning, washing clothes or dishes, or running errands or transporting clients to locations outside the home, such as to physicians' offices or on outings, using a motor vehicle.

Meal Planning and Preparation: Ensure the patient has a healthy diet by planning, shopping for, or preparing nutritious meals or assist families in planning, shopping for, or preparing nutritious meals.

Quality of Care Management: Ensure a high quality of patient care by applying clean dressings, slings, stockings, or support bandages, under direction of nurse or physician; changing bed linens or make beds, cleaning and sanitizing patient rooms, bathrooms, examination rooms, or other patient areas; supplying, collecting, or emptying bedpans; washing, grooming, shaving, or draping patients to prepare them for surgery, treatment, or examination; and reminding patients to take medications or nutritional supplements.

Checking, Examining, and Recording: Provide detailed patient information by documenting or otherwise reporting observations of patient behavior, complaints, or physical symptoms to nurses as well as vital signs, such as temperature, blood pressure, pulse, or respiration rate, as directed by medical or nursing staff. Examine patients to detect symptoms that may require medical attention, such as bruises, open wounds, or blood in urine, by recording and reporting this information to nursing staff. Measure and record food and liquid intake or urinary and fecal output by collecting specimens, such as urine, feces, or sputum, and recording height or weight of patients.

Long-Term Care: Provide physical support to assist patients to perform daily living activities by helping patients to get out of bed and lift onto examination or surgical tables, bathe, dress, use the toilet, stand, walk, exercise, or reposition bedridden patients.

HEALTH INDUSTRY FUNDAMENTALS

Teaching & Mentoring: Educate clients and family members by instructing or advising on issues such as household cleanliness, utilities, hygiene, nutrition, infant care, or bedside care.

Teamwork & Support: Provide support to patient care team by assisting nurses or physicians in the operation of medical equipment or provision of patient care; positioning or holding patients in position for surgical preparation; administering medications or treatments, such as catheterizations, suppositories, irrigations, enemas, massages, or douches, as directed by a physician or nurse; setting up treating or testing equipment, such as oxygen tents, portable radiograph (x-ray) equipment, or overhead irrigation bottles, as directed by a physician or nurse; transporting specimens, laboratory items, or pharmacy items, ensuring proper documentation and delivery to authorized personnel. Participate in case reviews by consulting with the healthcare team caring for the client to evaluate the client's needs and plan for continuing services.

Administrative Duties: Ensure needed supplies by stocking or issuing medical supplies, such as dressing packs or treatment trays and, restocking patient rooms with personal hygiene items, such as towels, washcloths, soap, or toilet paper.

Patient Care: Be responsive to patient needs by answering patient call signals, signal lights, bells, or intercom systems and communicating with patients to ascertain feelings or need for assistance or social and emotional support.

HEALTH INFORMATION

Documentation & Assistance: Prepare and maintain records of client progress and services performed by reporting changes in client condition to manager or supervisor. Provide clients with communication assistance by typing their correspondence or obtaining information for them. Inform patients and visitors of necessary information by explaining medical instructions to patients or family members and providing information such as directions, visiting hours, or patient status information to visitors or callers.

SAFETY SYSTEMS

Safety: Identify potential health or safety problems by assessing the needs of individuals, families, or communities, including assessment of individuals' home or work environments.

KNOWLEDGE

Dementia Care, Skin Care, Hospice Care, Patient Transfer Equipment, Assisted Living, and Activities of Daily Living (ADLs), Electronic Medical Records (EMR)



HEALTHCARE

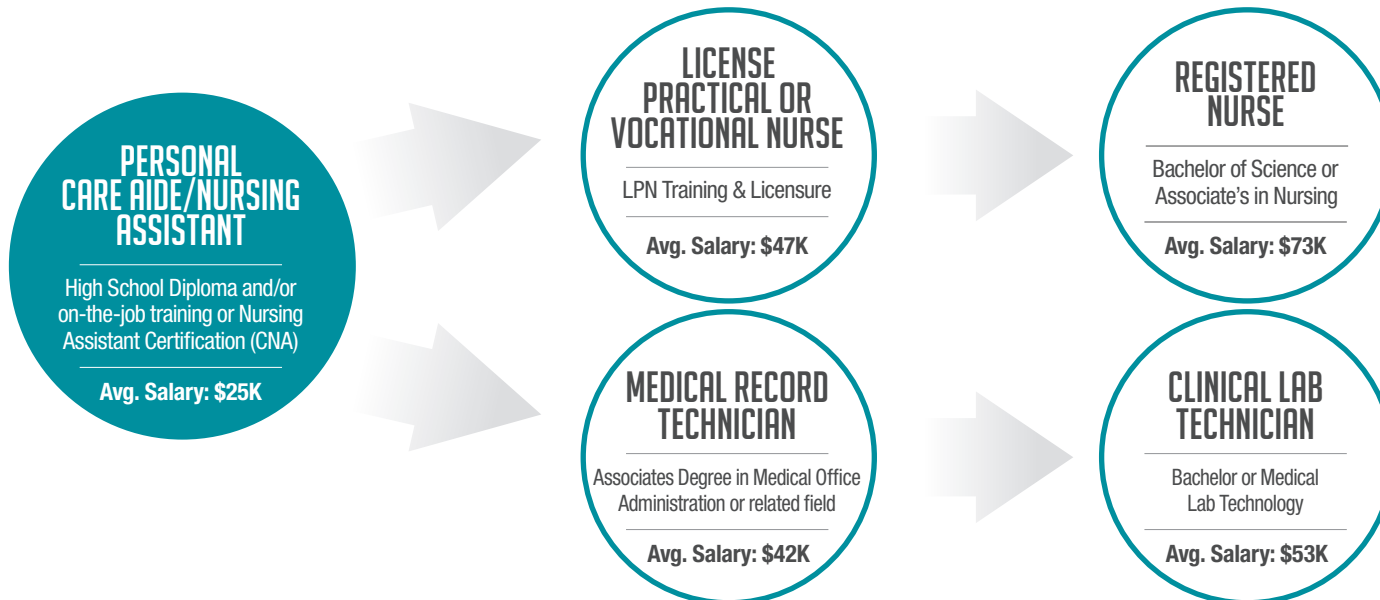
PERSONAL CARE AIDES / NURSING ASSISTANTS

SALARY RANGE	Entry Level: \$20,000 - \$30,000 (depending on region and employer)	Advanced Level: \$30,000 - \$40,000
TECHNOLOGIES	<ul style="list-style-type: none"> ⊗ Calendar and scheduling software ⊗ Office Suite software ⊗ Medical software (MEDITECH or EPIC) ⊗ Spreadsheet and Word Processing software 	
CREDENTIALS	<p>Personal Care Aide—Required: High school diploma; some employers require a clean driving record</p> <p>Nursing Assistant—Required: Nursing Assistant Certification (CNA)</p>	<p>Optional/Dependent on Specialty: Cardiopulmonary Resuscitation (CPR), Medication Administration Certification, Direct Care Aide Training Certificate, Registered Behavioral Technician</p>
WORK EXPERIENCE	0-5+ Years	
JOB ROLES/ SPECIALTIES	Caregiver, Certified Nursing Assistant (CNA), Home Care Aide, Home Health Care Provider, Medication Aide, Patient Care Assistant (PCA), Personal Care Aide, Personal Care Assistant (PCA), Personal Care Attendant (PCA), Resident Care Assistant (RCA)	



PERSONAL CARE AIDE / NURSING ASSISTANT PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The key occupation is represented by the colored-in circle.





HEALTHCARE

LICENSED PRACTICAL AND LICENSED VOCATIONAL NURSES

JOB DESCRIPTION	Care for ill, injured, or convalescing patients or persons with disabilities in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.
KEY FOUNDATIONAL SKILLS	Communication, Customer Focus, Problem Solving/Decision Making, Basic Computer Skills, Scheduling/Coordinating, Time Management
HEALTHCARE DELIVERY	<p>Quality of Care Management: Ensure a high quality of patient care by preparing or examining food trays for conformance to prescribed diet, sterilizing equipment and supplies, using germicides, sterilizer, or autoclave, and preparing patients for examinations, tests, or treatments, explaining procedures.</p> <p>Patient Preparation: Prepare patient and patient rooms for examinations or procedures by cleaning rooms and making beds, assembling and using equipment, such as catheters, tracheostomy tubes, or oxygen suppliers, and setting up equipment.</p> <p>Personal Care: Provide basic patient care by applying compresses, ice bags, or hot water bottles, assisting in delivery, care, or feeding of infants, taking temperatures or blood pressures, dressing wounds, treating bedsores, giving enemas or douches, rubbing with alcohol, massaging, or performing catheterizations.</p> <p>Long Term Care: See that patients are comfortable in private home settings by providing medical treatment or personal care to patients and cooking, keeping rooms orderly, or instructing family members in simple nursing tasks. Assist with Activities of Daily Living (ADLs) by assisting patients in bathing, dressing, maintaining personal hygiene, moving in bed, or standing and walking.</p> <p>Checking, Examining, & Recording: Keep detailed patient information by collecting samples, such as blood, urine, or sputum, from patients, performing routine laboratory tests on samples, recording food and fluid intake and output, and measuring and recording patients' vital signs, such as height, weight, temperature, blood pressure, pulse, and respiration. Check on patients by observing them, charting and reporting changes in patients' conditions, such as adverse reactions to medication or treatment, and taking any necessary action.</p> <p>Medication Administration & Consultation: Administer prescribed medications or start intravenous fluids, noting times and amounts on patients' charts.</p>
HEALTH INDUSTRY FUNDAMENTALS	<p>Teamwork & Support: Support healthcare team by collaboratively assessing patient needs, planning and modifying care, and implementing interventions and supervising nursing aides. Collect data on nursing intervention outcomes by recording and conferring with other healthcare team members as necessary.</p> <p>Administrative Duties: Conduct office and administrative duties by making appointments, keeping records, or performing other clerical duties in doctors' offices or clinics including keeping an inventory and requisitioning supplies and instruments.</p>
HEALTH INFORMATION	<p>Provide Information: Keep patients or family members informed by explaining medical instructions to patients or family members and provide information such as directions, visiting hours, or patient status information to visitors or callers.</p>
KNOWLEDGE	Electronic Medical Records (EMR)



HEALTHCARE

LICENSED PRACTICAL AND LICENSED VOCATIONAL NURSES

SALARY RANGE	Entry Level: \$34,000 - \$45,000 (depending on region and employer)	Advanced Level: \$45,000 - \$60,000
TECHNOLOGIES	<ul style="list-style-type: none"> ⌚ Calendar and scheduling software ⌚ Categorization or classification software ⌚ Electronic mail software ⌚ Internet browser software ⌚ Inventory management software 	<ul style="list-style-type: none"> ⌚ Office suite software ⌚ Spreadsheet software ⌚ Word processing software
CREDENTIALS	Required: Cardiopulmonary Resuscitation (CPR), NCLEX, LPN/LVN License	Optional/Dependent on Specialty: Medication Administration Certification, Certified Assisted Living Nursing
WORK EXPERIENCE	1-3+ years	
JOB ROLES/ SPECIALTIES	Charge Nurse; Clinic Licensed Practical Nurse (CLINIC LPN); Clinic Nurse; Licensed Practical Nurse (LPN); Licensed Practical Nurse, Clinic Nurse (LPN, Clinic Nurse); Licensed Vocational Nurse (LVN); Office Nurse; Pediatric Licensed Practical Nurse (Pediatric LPN); Private Duty Nurse; Triage Licensed Practical Nurse (TRIAGE LPN)	



LICENSED PRACTICAL AND LICENSED VOCATIONAL NURSE PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The key occupation is represented by the colored-in circle.





JOB DESCRIPTION

Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.

KEY FOUNDATIONAL SKILLS

Communication, Scheduling/Coordinating, Problem Solving/Decision Making, Leadership, Basic Computer Skills, Time Management

HEALTHCARE DELIVERY

Client Consultation & Referral: Assist patients in overcoming dependencies, adjusting to life, or making changes by counseling clients individually or in group sessions. Provide clients or family members with information about addiction issues and about available services or programs - making appropriate referrals when necessary - by referring them to resources and/or additional counsel. Keep family members informed of treatment planning and progress by counseling family members and assisting them in understanding, dealing with, and supporting clients or patients.

Treatment Planning: Develop client treatment plans by conducting research, drawing on clinical experience, and collecting client histories. Evaluate individuals' mental and physical condition and determine their suitability for participation in a specific program by interviewing clients, reviewing records, and conferring with other professionals. Comply with changes in client status by modifying treatment plans.

Checking, Examining, & Recording: Review and evaluate clients' progress by following and tracking measurable goals described in treatment and care plans.

Discharge Planning & Monitoring: Follow up on the progress of discharged patients by creating an aftercare plan to determine effectiveness of treatments.

Patient Advocacy & Crisis Intervention: Resolve emergency problems in crisis situations by intervening as an advocate for clients or patients and acting as a liaison between the clients and medical staff. Serve as further support for the client by coordinating activities with courts, probation officers, community services, or other post-treatment agencies.

Diagnostic Procedures: Assess individuals' degree of drug dependency by collecting and analyzing urine samples.

HEALTH INDUSTRY FUNDAMENTALS

Teamwork: Confer with other mental health professionals, coordinating psychologists, or other health professionals, such as doctors, nurses, or social workers, by coordinating counseling efforts.

Teaching or Mentoring: Train or supervise student interns or new staff by conducting check-in meetings and following up on progress and goals throughout their training. Work to orient new clients by conducting chemical dependency program orientation sessions. Provide further information by instructing others in program methods, procedures, or functions. Serve the community further by developing, implementing, or evaluating public education, prevention, or health promotion programs, working in collaboration with organizations, institutions, or communities.

Lifelong Learning: Increase knowledge and skills by attending training and participating in case conferences or staff meetings.

HEALTH INFORMATION

Documentation: Complete and maintain accurate records or reports by reporting on the patients' histories and progress, services provided, or other required information.

KNOWLEDGE

Substance Abuse, Mental Health, Psychology, Social Work, Behavioral Health, Crisis Intervention, Case Management, Trauma-Informed Care



HEALTHCARE

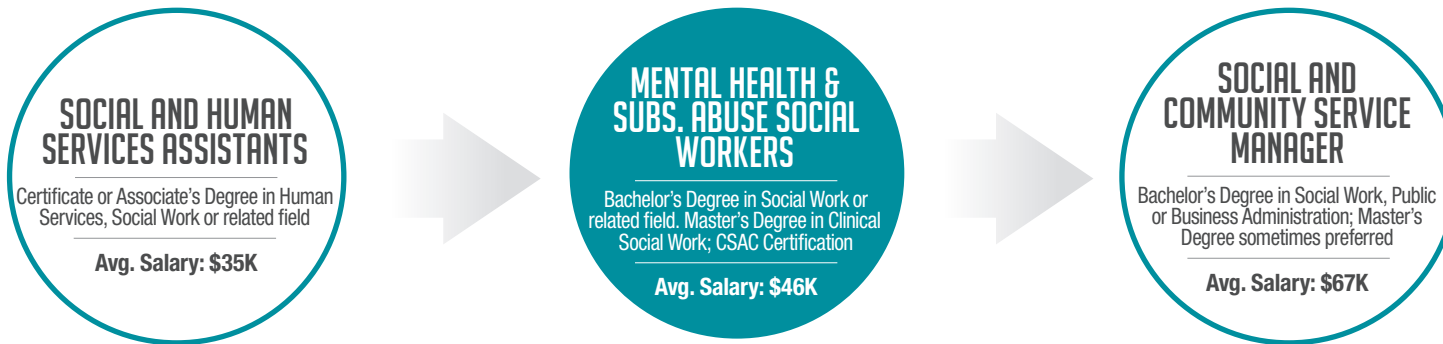
MENTAL HEALTH & SUBSTANCE ABUSE SOCIAL WORKERS

SALARY RANGE	Entry Level: \$27,000 - \$40,000 (depending on region and employer)	Advanced Level: \$40,000 - \$60,000 (for clinical social work: \$80,000 - \$90,000)
TECHNOLOGIES	<ul style="list-style-type: none"> ⌚ Calendar and scheduling software ⌚ Database user interface and query software ⌚ Desktop publishing software ⌚ Document management software 	<ul style="list-style-type: none"> ⌚ Electronic mail software ⌚ Internet browser software ⌚ Medical software (MediTech / EPIC) ⌚ Office suite software
CREDENTIALS	Required (varies by State): Bachelor's Degree in Social Work (or similar field); Master's Degree in Clinical Social Work, Credentialed Alcoholism and Substance Abuse Counselor (CSAC), (Level 2 and Advanced)	Optional/Dependent on Specialty: Medication Administration Certification, Clinical Counseling; Master's in Clinical Mental Health
WORK EXPERIENCE	0-10+ years	
JOB ROLES/ SPECIALTIES	Case Manager, Clinical Social Worker, Clinical Therapist, Clinician, Counselor, Mental Health Therapist, Psychotherapist, Social Worker, Substance Abuse Counselor, Therapist	



MENTAL HEALTH & SUBSTANCE ABUSE SOCIAL WORKERS PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The key occupation is represented by the colored-in circle.





HEALTHCARE

MEDICAL ASSISTANTS

JOB DESCRIPTION	Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.
KEY FOUNDATIONAL SKILLS	Communication, Customer Focus, Scheduling/Coordinating, Basic Computer Skills, Detail Oriented, Time Management
HEALTHCARE DELIVERY	<p>Patient Care Preparation: Prepare treatment rooms for patient examinations by cleaning and sterilizing instruments and disposing of contaminated supplies. Prepare patients for physician visits by showing them to the examination rooms and setting up medical laboratory equipment.</p> <p>Medication Administration & Consultation: Act as a liaison for the patient in regards to medication usage by providing medication information, authorizing drug refills, and administering medications as directed by a physician.</p> <p>Diagnostic Procedures: Prepare materials for lab testing by collecting blood, tissue, or other laboratory specimens, and log the specimens. Perform routine laboratory, diagnostic tests, and sample analyses by operating x-ray, electrocardiogram (EKG), or other equipment.</p>
HEALTH INDUSTRY FUNDAMENTALS	<p>Administrative Duties: Perform general office duties by answering telephones, taking dictation, or completing insurance forms. Attend to patient arrival needs by greeting and logging them in and scheduling appointments and tests. Maintain a supply of medical, lab, or office supplies/equipment by checking the inventory. Perform bookkeeping duties by keeping financial records or handling credit or collections or mailing monthly statements to patients.</p> <p>Teamwork & Support: Help physicians examine and treat patients by handing them instruments or materials or performing such tasks as giving injections or removing sutures.</p>
HEALTH INFORMATION	<p>Documentation: Keep accurate patient data by recording patients' medical history, vital statistics, or information such as test results in medical records. Obtain medical information by interviewing patients to obtain medical information and measure their vital signs, weight, and height.</p> <p>Provide Information: Keep patients informed by explaining treatment procedures, medications, diets, or physicians' instructions to patients.</p>
KNOWLEDGE	Electronic Medical Records, Phlebotomy, Intravenous Therapy, Electrocardiography



HEALTHCARE

MEDICAL ASSISTANTS

SALARY RANGE	Entry Level: \$25,000 - \$35,000 (depending on region and employer)	Advanced Level: \$35,000 - \$50,000
TECHNOLOGIES	<ul style="list-style-type: none"> ⌚ Accounting/billing software ⌚ Calendar and scheduling software ⌚ Categorization or classification software ⌚ Database user interface and query software ⌚ Document management software ⌚ Office suite software 	<ul style="list-style-type: none"> ⌚ Electronic medical records ⌚ Electronic mail software ⌚ Internet browser software ⌚ Medical software (MediTech / EPIC) ⌚ Office suite software ⌚ Word processing software
CREDENTIALS	Required: Medical Assistant Training Program, AAMA (CMA) Certification, Exam	Optional/Dependent on Specialty: National Certified Medical Assistant (NCMA), Certified Medical Assistant (CCMA), Podiatric Medical Assistant (PMAC), Certified Ophthalmic Assistant (COA) Certification
WORK EXPERIENCE	1-5+ years	
JOB ROLES/SPECIALTIES	Certified Medical Assistant (CMA), Chiropractic Assistant, Clinical Assistant, Doctor's Assistant, Medical Assistant (MA), Medical Office Assistant, Ophthalmic Technician, Optometric Assistant, Optometric Technician, Registered Medical Assistant (RMA), CCMA	



MEDICAL ASSISTANT PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The key occupation is represented by the colored-in circle.



