1. Diagnostic / Therapeutic

1.01 Computed Tomography Technologist (CT Tech)
1.02 MRI Technologist
1.03 Radiology Technologist (Registered)
1.04 Mammography Technologist
1.05a Nuclear Medicine Technologist
1.05b PET Technologist / Nuclear Medicine
1.06 EEG Technician
1.07 Ultrasonographer
1.08 Electrophysiology Technologist
1.09 Cardiovascular Technologist
1.10 Perfusionist
1.11 Vascular / Angiography Tech - Special Procedures
1.12a Echo Technician / Technologist (Certified)**
1.12b Echo Technician / Technologist (Non-Certified)*
1.13 EKG / Cardio Technician
1.14a Audiology Technician / Assistant
1.14b Audiologist
1.15 Respiratory Care Technician (Certified)
1.16 Respiratory Care Practitioner (Rgstry-Elig.)
1.17 Respiratory Care Practitioner (Registered)
1.18 Speech Language Pathologist
1.19 Occupational Therapy / Physical Therapy Aide
1.20 Occupational Therapy Assistant (Certified)
1.21 Occupational Therapist (Registered)
1.22 Physical Therapy Assistant
1.23 Physical Therapist
1.24 Vocational Rehabilitation Counselor
1.25 Recreation Therapist
1.26a Exercise Specialist**
1.26b Exercise Physiologist**
1.26c Athletic Trainer - Certified
1.27 Genetics Counselor
1.28 Radiation Therapist
1.29 Dosimetrist
1.30 Dialysis Technician
1.31 Orthopedic (Cast) Technician
1.32 Polysomnographic Technician (Non-Registrd)
1.33 Polysomnographic Technologist (Registered)
1.34a Dental Assistant
1.34b Expanded Functions Dental Auxiliary
1.35 Dental Hygienist
1.36 Esthetician
1.37 Massage Therapist
1.38 Intraoperative Monitoring Specialist
1.40 Doula
1.42 Acupuncturist

2. Nursing / Medical

2.01a Medical Assistant - Certified (CMA)
2.01b Medical Assistant - Registered
2.01c Medical Assistant - National Certified
2.02 Health Unit Coordinator
2.03 Patient Sitter
2.04 Nursing Assistant - Certified (NAC)
2.05 Nurse Technician
2.06a LPN - Acute Care
2.06b LPN - Clinic
2.06c LPN - Home Care / Hospice
2.07a RN - Acute Care
2.07b RN - Clinic
2.07c RN - Home Care / Hospice
2.08 Research Registered Nurse - RN
2.09 Infusion Therapist - RN
2.10a Nurse Practitioner - Primary Care
2.10b Nurse Practitioner - Specialized
2.11 Certified Nurse Midwife
2.12a Lactation Consultant - RN
2.12b Lactation Consultant - Non-RN
2.13 Anesthesia Assistant
2.14 Anesthesia Technician
2.15 Certified Registered Nurse Anesthetist (CRNA)
2.16a Physician Assistant - Primary Care
2.16b Physician Assistant - Specialized
2.16c Physician Assistant - Surgical
2.17 Staffing Coordinator
2.18 Surgery Scheduler
2.19 Operating Room / Surgical Services Aide
2.20 Operating Room Technician
2.21 Critical/Rapid Response Nurse
2.22a Emergency Medical Technician (EMT)*
2.22b Paramedic*
2.22c ER Technician**
2.23 Patient Care / Discharge Coordinator
2.24 Clinical Nurse Specialist
2.25 Telemetry / Monitor Technician
2.26 Delivery Room Technician
2.27 Employee Health Nurse
2.28 Trauma Coordinator
2.29 Hospitalist
2.30 Dentist
2.31 Bariatric Program Coordinator
2.33 Transplant Coordinator - RN
2.35 Flight Nurse - RN
2.40 Virtual Registered Nurse - Acute Care

3. Home Care and Hospice

3.01 Home Care and Hospice Director
3.02 Home Care Director
3.03 Home Care Team Manager
3.05 Home Care or Hospice Volunteer Coordinator
3.06 Bereavement Coordinator - Hospice / Home Care
3.08 Home Health Aide (Certified)

5. Social Work / Behavioral Health

5.01 Social Worker - Bachelor's
5.02a Social Worker - Master's
5.02b Licensed Independent Clinical Social Worker (LICSW)
5.02c Psychiatric Social Worker*
5.03a Social Services Director*
5.03b Social Work Manager**
5.04 Chaplain
5.05 Mental Health Practitioner
5.06 Mental Health Specialist
5.07 Psychologist
5.08 Behavioral Health Director
5.09 Chemical Dependency Counselor
5.10 Psychiatric ARNP
5.11 Child Life Specialist
5.12 Patient Advocate - Non RN

6. Laboratory

6.01 Laboratory Aide
6.02 Lab Assistant
6.03 Phlebotomist
6.05 Medical Technologist (ASCP)
6.06 Medical Lab Technician
6.07 Cytotechnologist
6.08 Cytogenetic Technologist
6.09a Histology Technologist**
6.09b Histology Technician**
6.10 Point of Care Testing Coordinator

7. Pharmacy

7.01 Pharmacy Assistant
7.02a Pharmacy Technician
7.02b Pharmacy Admixture Technician
7.03 Pharmacist - Intern (First Year)
7.04 Pharmacist - Resident
7.05 Pharmacist
7.06 Pharmacy Clinical Coordinator
7.07 Medication Safety Officer Pharmacist

8. Optical

8.01a Ophthalmic Technician (Certified)**
8.01b Ophthalmic Technician (Non-Certified)**
8.02 Licensed Optician
8.03 Optometrist

(continued)

Jobs Surveyed (continued)

9. Support Services

9.01 Central Services Supervisor
9.02 Biomedical Technician
9.03 Building Maintenance Worker / Mechanic
9.04 Maintenance Engineer
9.05 Maintenance Engineer - Senior
9.06 Stationary Engineer
9.07 Laundry / Linen Worker
9.08 Housekeeper
9.09a Sterile Processing Technician (Non-Certified)
9.09b Sterile Processing Technician (Certified)
9.09c Endoscopy Technician
9.10 Central Service Distribution Technician
9.11 Storekeeper
9.12 Transporter
9.15 Security Guard (Unarmed)
9.16 Security Supervisor
9.18 Plumber
9.19 Electrician
9.21 HVAC Technician

10. Food Service

10.01 Food Service Cashier
10.02 Food Service Worker
10.03 Food Preparer
10.04a Cook
10.04b Sous Chef
10.04c Executive Chef
10.05 Dietetic Assistant
10.06 Diet Technician
10.07 Dietitian - (Registered)
10.08 Chief Clinical Dietitian

11. HIM / Clinical Informatics / IT

11.01a Transcriptionist
11.01b Scribe
11.02a Health Information Management Technician
11.02b HIM Data Integrity Specialist
11.03 Registered Health Information Tech / Coder (RHIT)
11.04 Compliance & Coding Specialist
11.05 Certified Tumor Registrar (TNM Staging)
11.06 Imaging Library Assistant
11.07 Picture Archive Communications System Administrator
11.51 Clinical Systems Specialist
11.52a Clinical Informatics Specialist - RN**
11.52b Clinical Informatics Specialist - Non-RN**
11.52c Clinical Informatics Manager
11.53 Clinical Systems Analyst
11.54 Clinical Systems Analyst - Senior
11.57 Pharmacy Business Intelligence Analyst
11.60 Informatics Pharmacist
11.62 Clinical Data Abstractor
11.63 Clinical Data Analyst
11.65 Clinical Documentation Improvement Specialist - RN
11.70a Help / Service Desk Coordinator I
11.70b Help / Service Desk Coordinator II
11.70c Help / Service Desk Supervisor
11.72a IT Application Analyst
11.72b Epic Application Analyst**
11.72c Epic Application Analyst - Senior**
11.74 Epic Principal Trainer*
11.76 Network Administrator**

12. Business Office

12.01 Patient Account Representative
12.02a Biller
12.02b Payment Poster / Charge Entry
12.03 Financial Counselor
12.04 Collections Counselor
12.05 Reimbursement Recovery Specialist
12.06a Clinic Reimbursement / Coding Specialist
12.06b Charge Capture Specialist
12.07 Accounts Receivable Cashier
12.08 Chargemaster Analyst
12.11 Patient Registrar / Patient Access Representative
12.30 Referral Authorization Coordinator**
12.31 Insurance Authorization Coordinator*
12.32 Claims Processor
12.33 Contract / Provider Network Specialist

13. Administrative Services

13.05 Screener
13.08 Telephone Operator
13.09 Medical Receptionist
13.10 Patient Appointment Coordinator
13.12 Receptionist
13.13a Administrative Secretary
13.13b Executive Assistant
13.13c Executive Assistant to CEO
13.14 Medical Interpreter
13.15 Credentialing Specialist
13.16 Medical Staff Coordinator
13.19 Buyer / Purchasing Agent
13.20 Fiscal Specialist
13.21 Financial Analyst / Decision Support
13.22 Payroll Specialist
13.23 Benefits Specialist
13.24 Human Resources Assistant
13.25a Human Resources Generalist
13.25b Human Resources Generalist - Senior
13.26a Recruiter
13.26b Recruiter - Senior
13.27 Recruiter - Physicians
13.28 Accounts Payable Specialist
13.29 Accountant
13.30 Accountant - Senior
13.35 Business Intelligence Analyst
13.37 Diversity, Equity & Inclusion Specialist
13.40 Safety Coordinator
13.42 Wellness Program Specialist

14. Quality Assurance

14.01 Quality Assurance Analyst
14.02 Quality Assurance Coordinator - RN
14.04a Case Manager - RN**
14.04b Case Manager - Non-RN**
14.06 Epidemiologist - Infection Control Nurse - Non M.D.
14.08 Utilization Review Coordinator - RN
14.09 Utilization Review Coordinator - Non RN
14.12 Nurse Navigator - RN**
14.13 Patient Navigator - Non-RN**

15. Administration

15.01 Administrator on Duty / House Supervisor
15.02 Patient Access Manager
15.03 Patient Access Supervisor
15.04 Biomedical Engineering Supervisor
15.05 Business Services Director
15.06 Business Office Manager
15.07 Business Office Supervisor
15.08 Cardiac Services Manager
15.09 Chief Engineer / Director of Plant Operations
15.10a Clinic Administrative Supervisor - Non RN
15.10b Clinic Manager I
15.10c Clinic Manager II**
15.10d Clinic Manager III**
15.11 Collections Supervisor**
15.13a Controller**
15.13b Assistant Controller*
15.14a Revenue Cycle Director / Manager**
15.14b Finance Director**
15.14c Accounting Manager**
15.14d Accounting Supervisor**
15.14e Payroll Manager**
15.14f Payroll Supervisor*
15.15 Corporate Compliance Officer
15.16 Diagnostic Imaging Director
15.17 Diagnostic Imaging Manager
15.18 Diagnostic Imaging Supervisor
15.19 Breast Center Manager
15.20 Employee Health Manager
15.21 Environmental Services Director / Manager
15.22 Environmental Services / Housekeeping Supv
15.23a Food Services Director
15.23b Food Services Manager
15.24 Food Services Supervisor
15.25 Foundation Director I
15.26 Foundation Director II
15.27 Foundation Manager - Annual Giving

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(continued)

15. Administration (continued)

15.28a Foundation Specialist
15.28b Grant Writer
15.28c Major Gifts Officer
15.28d Prospect Researcher
15.29a Human Resources Director
15.29b Human Resources Manager
15.30 Laboratory Director
15.31 Laboratory Manager
15.32 Laboratory Assistant / Phlebotomy Supervisor
15.33 Laboratory Supervisor
15.34 Maintenance Supervisor
15.35 Management Information Systems Director
15.36a Physician Liaison / Community
15.36b Marketing and Public Relations Director
15.37 Materials Management Director / Manager
15.38 Materials Management Supervisor
15.40 Health Information Management (HIM) Director
15.41a Health Information Management (HIM) Supervisor
15.41b Coding Supervisor
15.42 Nursing Director
15.43 Assoc. Director - Patient Care Services
15.44 Nursing Department Manager / Supv - Clinic
15.45 Nursing Manager - Acute Care (Single unit)
15.46 Nursing Mgr - Acute Care (Multiple units)
15.47 Nursing Shift Supervisor
15.49 Pharmacy Director
15.50 Pharmacy Manager
15.51 Planning and Business Development Director
15.52a Rehabilitation Services Director
15.52b Rehabilitation Services Manager
15.53 Rehabilitation Services Supervisor
15.54a Respiratory Care Director
15.54b Respiratory Care Manager
15.55 Security Services Manager / Director
15.56a Surgical Services Director*
15.56b Surgical Services Manager**
15.57 Transcription Supervisor
15.58 Volunteers Director
15.59 Volunteer Coordinator
15.61 Sleep Disorder Center Manager
15.62a Service Line Director (>$5 Million)
15.62b Service Line Director (<$5 Million)
15.63 Substance Use Disorder Program Manager
15.65 Process Improvement / Lean Facilitator
15.71 Medical Staff Services Manager
15.73a Quality Assurance Director
15.73b Quality Manager
15.75 Care Management Director
15.78 Telehealth Program Director
15.79 Telehealth Program Manager
15.83 Research Coordinator**
15.85 Research Regulatory Coordinator**

16. Education / Training

16.01 Nursing Education Manager
16.02 Clinical Nurse Educator
16.03 Health Educator - Non RN
16.04 Community / Patient Education Coordinator
16.05 Childbirth Educator
16.06 Diabetic Patient Educator
16.07 Medical Physicist / Radiation Safety Officer

Jobs Surveyed (in alphabetical order)

13.29	Accountant
13.30	Accountant - Senior
15.14c	**Accounting Manager****
15.14d	**Accounting Supervisor****
13.28	Accounts Payable Specialist
12.07	Accounts Receivable Cashier
1.42	Acupuncturist
13.13a	Administrative Secretary
15.01	Administrator on Duty / House Supervisor
2.13	Anesthesia Assistant
2.14	Anesthesia Technician
15.13b	**Assistant Controller***
15.43	Assoc. Director - Patient Care Services
1.26c	Athletic Trainer - Certified
1.14b	Audiologist
1.14a	Audiology Technician / Assistant
2.31	Bariatric Program Coordinator
5.08	Behavioral Health Director
13.23	Benefits Specialist
3.06	Bereavement Coordinator - Hospice / Home Care
12.02a	Biller
15.04	Biomedical Engineering Supervisor
9.02	Biomedical Technician
15.19	Breast Center Manager
9.03	Building Maintenance Worker / Mechanic
13.35	Business Intelligence Analyst
15.06	Business Office Manager
15.07	Business Office Supervisor
15.05	Business Services Director
13.19	Buyer / Purchasing Agent
15.08	Cardiac Services Manager
1.09	Cardiovascular Technologist
15.75	Care Management Director
14.04b	**Case Manager - Non-RN****
14.04a	**Case Manager - RN****
9.10	Central Service Distribution Technician
9.01	Central Services Supervisor
2.11	Certified Nurse Midwife
2.15	Certified Registered Nurse Anesthetist (CRNA)
11.05	Certified Tumor Registrar (TNM Staging)
5.04	Chaplain
12.06b	Charge Capture Specialist
12.08	Chargemaster Analyst
5.09	Chemical Dependency Counselor
10.08	Chief Clinical Dietitian
15.09	Chief Engineer / Director of Plant Operations
5.11	Child Life Specialist
16.05	Childbirth Educator
12.32	Claims Processor
15.10a	Clinic Administrative Supervisor - Non RN
15.10b	Clinic Manager I
15.10c	**Clinic Manager II****
15.10d	**Clinic Manager III****
12.06a	Clinic Reimbursement / Coding Specialist
11.62	Clinical Data Abstractor
11.63	Clinical Data Analyst
11.65	**Clinical Documentation Improvement Specialist - RN**
11.52c	Clinical Informatics Manager
11.52b	**Clinical Informatics Specialist - Non-RN****
11.52a	**Clinical Informatics Specialist - RN****
16.02	Clinical Nurse Educator
2.24	Clinical Nurse Specialist
11.53	Clinical Systems Analyst
11.54	Clinical Systems Analyst - Senior
11.51	Clinical Systems Specialist
15.41b	Coding Supervisor
12.04	Collections Counselor
15.11	**Collections Supervisor****
16.04	Community / Patient Education Coordinator
11.04	Compliance & Coding Specialist
1.01	Computed Tomography Technologist (CT Tech)
12.33	Contract / Provider Network Specialist
15.13a	**Controller****
10.04a	Cook
15.15	Corporate Compliance Officer
13.15	Credentialing Specialist
2.21	Critical/Rapid Response Nurse
6.08	Cytogenetic Technologist
6.07	Cytotechnologist
2.26	Delivery Room Technician
1.34a	Dental Assistant
1.35	Dental Hygienist
2.30	Dentist
16.06	Diabetic Patient Educator
15.16	Diagnostic Imaging Director
15.17	Diagnostic Imaging Manager
15.18	Diagnostic Imaging Supervisor
1.30	Dialysis Technician
10.06	Diet Technician
10.05	Dietetic Assistant
10.07	Dietitian - (Registered)
13.37	Diversity, Equity & Inclusion Specialist
1.29	Dosimetrist
1.40	Doula
1.12a	**Echo Technician / Technologist (Certified)****
1.12b	**Echo Technician / Technologist (Non-Certified)***
1.06	EEG Technician
1.13	EKG / Cardio Technician
9.19	Electrician
1.08	Electrophysiology Technologist
2.22a	**Emergency Medical Technician (EMT)***
15.20	Employee Health Manager
2.27	Employee Health Nurse
9.09c	Endoscopy Technician
15.22	Environmental Services / Housekeeping Supv
15.21	Environmental Services Director / Manager
11.72b	**Epic Application Analyst****
11.72c	**Epic Application Analyst - Senior****
11.74	**Epic Principal Trainer***
14.06	Epidemiologist - Infection Control Nurse - Non M.D.
2.22c	**ER Technician****
1.36	Esthetician
13.13b	Executive Assistant
13.13c	Executive Assistant to CEO
10.04c	Executive Chef
1.26b	**Exercise Physiologist****
1.26a	**Exercise Specialist****
1.34b	Expanded Functions Dental Auxiliary
15.14b	**Finance Director****
13.21	Financial Analyst / Decision Support
12.03	Financial Counselor
13.20	Fiscal Specialist
2.35	Flight Nurse - RN
10.03	Food Preparer
10.01	Food Service Cashier
10.02	Food Service Worker
15.23a	Food Services Director
15.23b	Food Services Manager
15.24	Food Services Supervisor
15.25	Foundation Director I
15.26	Foundation Director II
15.27	Foundation Manager - Annual Giving
15.28a	Foundation Specialist
1.27	Genetics Counselor
15.28b	Grant Writer
16.03	Health Educator - Non RN
15.40	Health Information Management (HIM) Director
15.41a	Health Information Management (HIM) Supervisor
11.02a	Health Information Management Technician
2.02	Health Unit Coordinator
11.70a	Help / Service Desk Coordinator I
11.70b	Help / Service Desk Coordinator II
11.70c	Help / Service Desk Supervisor
11.02b	HIM Data Integrity Specialist
6.09b	**Histology Technician****
6.09a	**Histology Technologist****
3.01	Home Care and Hospice Director
3.02	Home Care Director
3.05	Home Care or Hospice Volunteer Coordinator
3.03	Home Care Team Manager
3.08	Home Health Aide (Certified)
2.29	Hospitalist
9.08	Housekeeper
13.24	Human Resources Assistant
15.29a	Human Resources Director
13.25a	Human Resources Generalist
13.25b	Human Resources Generalist - Senior
15.29b	Human Resources Manager
9.21	HVAC Technician
11.06	Imaging Library Assistant
11.60	Informatics Pharmacist
2.09	Infusion Therapist - RN
12.31	**Insurance Authorization Coordinator***
1.38	Intraoperative Monitoring Specialist
11.72a	IT Application Analyst

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** New - 2026* *** Revised - 2026*

Jobs Surveyed (alphabetical- continued)

6.02	Lab Assistant
6.01	Laboratory Aide
15.32	Laboratory Assistant / Phlebotomy Supervisor
15.30	Laboratory Director
15.31	Laboratory Manager
15.33	Laboratory Supervisor
2.12b	Lactation Consultant - Non-RN
2.12a	Lactation Consultant - RN
9.07	Laundry / Linen Worker
5.02b	Licensed Independent Clinical Social Worker (LICSW)
8.02	Licensed Optician
2.06a	LPN - Acute Care
2.06b	LPN - Clinic
2.06c	LPN - Home Care / Hospice
9.04	Maintenance Engineer
9.05	Maintenance Engineer - Senior
15.34	Maintenance Supervisor
15.28c	Major Gifts Officer
1.04	Mammography Technologist
15.35	Management Information Systems Director
15.36b	Marketing and Public Relations Director
1.37	Massage Therapist
15.37	Materials Management Director / Manager
15.38	Materials Management Supervisor
2.01a	Medical Assistant - Certified (CMA)
2.01c	Medical Assistant - National Certified
2.01b	Medical Assistant - Registered
13.14	Medical Interpreter
6.06	Medical Lab Technician
16.07	Medical Physicist / Radiation Safety Officer
13.09	Medical Receptionist
13.16	Medical Staff Coordinator
15.71	Medical Staff Services Manager
6.05	Medical Technologist (ASCP)
7.07	Medication Safety Officer Pharmacist
5.05	Mental Health Practitioner
5.06	Mental Health Specialist
1.02	MRI Technologist
11.76	**Network Administrator****
1.05a	Nuclear Medicine Technologist
14.12	**Nurse Navigator - RN****
2.10a	Nurse Practitioner - Primary Care
2.10b	Nurse Practitioner - Specialized
2.05	Nurse Technician
2.04	Nursing Assistant - Certified (NAC)
15.44	Nursing Department Manager / Supv - Clinic
15.42	Nursing Director
16.01	Nursing Education Manager
15.45	Nursing Manager - Acute Care (Single unit)
15.46	Nursing Mgr - Acute Care (Multiple units)
15.47	Nursing Shift Supervisor
1.21	Occupational Therapist (Registered)
1.19	Occupational Therapy / Physical Therapy Aide
1.20	Occupational Therapy Assistant (Certified)
2.19	Operating Room / Surgical Services Aide
2.20	Operating Room Technician
8.01a	**Ophthalmic Technician (Certified)****
8.01b	**Ophthalmic Technician (Non-Certified)****
8.03	Optometrist
1.31	Orthopedic (Cast) Technician
2.22b	**Paramedic***
15.02	Patient Access Manager
15.03	Patient Access Supervisor
12.01	Patient Account Representative
5.12	Patient Advocate - Non RN
13.10	Patient Appointment Coordinator
2.23	Patient Care / Discharge Coordinator
14.13	**Patient Navigator - Non RN****
12.11	Patient Registrar / Patient Access Representative
2.03	Patient Sitter
12.02b	Payment Poster / Charge Entry
15.14e	**Payroll Manager****
13.22	Payroll Specialist
15.14f	**Payroll Supervisor***
1.10	Perfusionist
1.05b	PET Technologist / Nuclear Medicine
7.05	Pharmacist
7.03	Pharmacist - Intern (First Year)
7.04	Pharmacist - Resident
7.02b	Pharmacy Admixture Technician
7.01	Pharmacy Assistant
11.57	Pharmacy Business Intelligence Analyst
7.06	Pharmacy Clinical Coordinator
15.49	Pharmacy Director
15.50	Pharmacy Manager
7.02a	Pharmacy Technician
6.03	Phlebotomist
5.02c	**Psychiatric Social Worker***
1.23	Physical Therapist
1.22	Physical Therapy Assistant
2.16a	Physician Assistant - Primary Care
2.16b	Physician Assistant - Specialized
2.16c	Physician Assistant - Surgical
15.36a	Physician Liaison / Community
11.07	Picture Archive Communications System Administrator
15.51	Planning and Business Development Director
9.18	Plumber
6.10	Point of Care Testing Coordinator
1.32	Polysomnographic Technician (Non-Registrd)
1.33	Polysomnographic Technologist (Registered)
15.65	Process Improvement / Lean Facilitator
15.28d	Prospect Researcher
5.10	Psychiatric ARNP
5.07	Psychologist
14.01	Quality Assurance Analyst
14.02	Quality Assurance Coordinator - RN
15.73a	Quality Assurance Director
15.73b	Quality Manager
1.28	Radiation Therapist
1.03	Radiology Technologist (Registered)
13.12	Receptionist
1.25	Recreation Therapist
13.26a	Recruiter
13.27	Recruiter - Physicians
13.26b	Recruiter - Senior
12.30	**Referral Authorization Coordinator****
11.03	Registered Health Information Tech / Coder (RHIT)
15.52a	Rehabilitation Services Director
15.52b	Rehabilitation Services Manager
15.53	Rehabilitation Services Supervisor
12.05	Reimbursement Recovery Specialist
15.83	Research Coordinator
2.08	Research Registered Nurse - RN
15.85	Research Regulatory Coordinator
15.54a	Respiratory Care Director
15.54b	Respiratory Care Manager
1.17	Respiratory Care Practitioner (Registered)
1.16	Respiratory Care Practitioner (Rgstry-Elig.)
1.15	Respiratory Care Technician (Certified)
15.14a	**Revenue Cycle Director / Manager****
2.07a	RN - Acute Care
2.07b	RN - Clinic
2.07c	RN - Home Care / Hospice
13.40	Safety Coordinator
13.05	Screener
11.01b	Scribe
9.15	Security Guard (Unarmed)
15.55	Security Services Manager / Director
9.16	Security Supervisor
15.62b	Service Line Director (<$5 Million)
15.62a	Service Line Director (>$5 Million)
15.61	Sleep Disorder Center Manager
5.03a	**Social Services Director***
5.03b	**Social Work Manager****
5.01	Social Worker - Bachelor's
5.02a	Social Worker - Master's
10.04b	Sous Chef
1.18	Speech Language Pathologist
2.17	Staffing Coordinator
9.06	Stationary Engineer
9.09b	Sterile Processing Technician (Certified)
9.09a	Sterile Processing Technician (Non-Certified)
9.11	Storekeeper
15.63	Substance Use Disorder Program Manager
2.18	Surgery Scheduler
15.56a	**Surgical Services Director***
15.56b	**Surgical Services Manager****
15.78	Telehealth Program Director
15.79	Telehealth Program Manager
2.25	Telemetry / Monitor Technician
13.08	Telephone Operator
15.57	Transcription Supervisor
11.01a	Transcriptionist
2.33	Transplant Coordinator - RN
9.12	Transporter

2.28	Trauma Coordinator
1.07	Ultrasonographer
14.09	Utilization Review Coordinator - Non RN
14.08	Utilization Review Coordinator - RN
1.11	Vascular / Angiography Tech - Special Procedures
2.40	Virtual Registered Nurse - Acute Care
1.24	Vocational Rehabilitation Counselor
15.59	Volunteer Coordinator
15.58	Volunteers Director
13.42	Wellness Program Specialist

** New - 2026* *** Revised - 2026*

Job Descriptions

GENERAL GUIDELINES . . .

- Job descriptions denote the **primary focus of the job**, not necessarily all the duties that might be performed.
- Although many job descriptions specify a **college degree** as a typical qualification, a degree is not an absolute necessity. Equivalent knowledge and experience may be substituted for a degree in many instances. When a degree is mentioned as a typical qualification, it is assumed to be in a related discipline. A bachelor's degree is implied unless otherwise stated.
- Most job descriptions specify a **minimum length of experience as a typical qualification**. The number of years should be used as a guideline only. **Job-related experience is always implied.**
- Some jobs specify a **particular level in a typical job hierarchy** (e.g., Accountant - Senior). All job titles in this survey which do not identify a level (e.g., Senior) are referring to the intermediate level. Organizations with a one-level job (no junior or senior level) will usually be able to match their job to the intermediate level.
- The **intermediate level** is considered a fully trained, fully proficient level.

1. DIAGNOSTIC / THERAPEUTIC

1.01 Computed Tomography Technologist (CT Tech)

Performs computerized tomographic procedures • Performs CAT scans, radiographic procedures at a technical level, including a variety of technical procedures which require independent judgment for CAT scanning diagnosis • *Typically requires high school graduation or GED equivalent, completion of a formal radiologic technology training at an AMA-approved school, and registration with the American Registry of Radiologic Technologists (ARRT).*

1.02 MRI Technologist

Performs procedures for the Magnetic Resonance Imaging Department • Typically requires registration with the American Registry of Radiologic Technologists (ARRT), and 2 years of experience.

1.03 Radiology Technologist (Registered)

Performs professional duties involved in a variety of technical procedures to apply prescribed radiation for diagnostic purposes • Typically requires an AA degree in radiologic technology and registration with the American Registry of Radiologic Technologists (ARRT).

1.04 Mammography Technologist

Responsible for the operation of a dedicated mammography unit to perform radiographic procedures • Typical duties including operating equipment, applying prescribed ionizing radiation for radiologic diagnosis, assisting physicians with breast localizations, and administering opaque media • *Typically requires a 2-year radiologic technology program and registration with the American Registry of Radiologic Technologist (ARRT).*

1.05a Nuclear Medicine Technologist

Performs nuclear medicine tests for medical diagnoses • Tests include scans of brain, salivary glands, thyroid, parathyroid, lungs, bones, liver, spleen, biliary tract, and cisternograms • Computes doses for intravenous and oral administration of radiopharmaceutical • Documents administration of radioactive material to patients • Performs quality control testing of equipment • *Typically requires a bachelor's degree in Nuclear Medicine and registration with the Nuclear Medicine Technology certification Board, the American Registry of Radiologic Technologists (ARRT), or the American Society of Clinical Pathology.*

1.05b PET Technologist / Nuclear Medicine

Under general direction, performs complex, dedicated PET (Positron Emission Tomography) examinations and develops nuclear medicine technology examination procedures through research • Examinations require assessing metabolic information, making decisions such as if additional transmission scans need to be performed, and troubleshooting equipment in a time-critical environment • *Requires a degree, certification in nuclear medicine approved by the American Registry of Radiologic Technologists (ARRT), or the CNMT Board, and a minimum of 2 years of experience in Nuclear Medicine, and 1 year working with dedicated positron emission tomography.*

1.06 EEG Technician

Independently performs EEG recordings, evoked response testing, polysomnographic recording, and monitoring additional physiological phenomena during patient testing • Typically requires one year of college with emphasis on physical or biological science, certification by the American Board of Registration of Electroencephalographic Technologies, and 1 year experience as an EEG technician.

1.07 Ultrasonographer

Using appropriate ultrasound equipment, produces and records data from scans for medical diagnostic purposes • Usually specializes in abdomen, small parts, and OB/GYN; echocardiograms and cardiac doppler examinations; or duplex doppler exams of the carotids and peripheral vasculature • *Typically requires completion of a 2-4 year accredited ultrasound program, registration, and a minimum of 1 year experience for each discipline practiced.*

1.08 Electrophysiology Technologist

Provides technical assistance for arrhythmia procedures, including implantation of arrhythmia control devices (pacemakers and defibrillators), electrophysiology studies, and arrhythmia ablations • Oversees the development, implementation, integration, and evaluation of effectiveness of Electrophysiology patient protocols and outcomes • *Typically requires training as a Radiologic Technologist, American Registry of Radiologic Technologists (ARRT) registration, and previous experience in general radiology and special procedures.*

1.09 Cardiovascular Technologist

Responsible for assisting the physician in performing angiography, heart catheterizations, atherectomy studies, and mitral and aortic valvuloplasty • Typically requires 2 years of experience or completion of a cardiovascular invasive technology training program.

1.10 Perfusionist

Selects, assembles, sets up, tests, and operates extra-corporeal blood circulation equipment (e.g. heart-lung machine) during procedures such as cardiopulmonary bypass where patient's circulatory or respiratory function must be supported or temporarily replaced • Under surgeon's or anesthesiologist's direction, operates equipment to achieve bypass, coronary perfusion, recirculation or partial bypass, or to alter blood content, temperature or balance • *Typically requires certification as a perfusionist.*

1.11 Vascular / Angiography Tech - Special Procedures

Sets up, directs, and performs the technical procedures to apply prescribed ionizing radiation to all venous, arterial, and polytome studies • Includes assisting physician in diagnostic and interventional procedures of vascular organ systems • *Typically requires training as a Radiologic Technologist, American Registry of Radiologic Technologists (ARRT) registration, and previous experience in general radiology and special procedures.*

1.12a Echo Technician / Technologist (Certified)**

Independently performs echocardiograms, cardiac Doppler, and color flow imaging tests • Operates ultrasound equipment and provides diagnostic data for physician interpretation • May assist with transesophageal, stress, or advanced echocardiography procedures • Ensures quality assurance and compliance with accreditation standards • *Typically requires completion of an accredited training program in echocardiography, current certification as a Registered Diagnostic Cardiac Sonographer (RDCS) by ARDMS, Registered Cardiac Sonographer (RCS) by CCI, or equivalent, and a minimum of 1 year of experience performing echocardiograms.*

1.12b Echo Technician / Technologist (Non-Certified)*

Performs echocardiograms, cardiac Doppler, and color flow imaging tests under the supervision of a certified technologist or physician • Operates ultrasound equipment and prepares preliminary diagnostic images for review • May assist with patient preparation and routine studies • Ensures equipment is maintained and exam areas are prepared • *Typically requires completion of a formal training program in echocardiography or sonography • Certification not required but may be required to be obtained within a defined period (e.g., 12-24 months) if continuing in the role • May require up to 1 year of clinical experience in echocardiography.*

1.13 EKG / Cardio Technician

Performs non-invasive cardiac testing (e.g., treadmill tests, ECGs, Holter scans) for inpatient and ambulatory populations • Typically requires completion of an accredited medical assistant course, cardiology lab experience or 3 months EKG experience.

1.14a Audiology Technician / Assistant

Under the supervision of a licensed audiologist, performs specified routine tasks and duties, including hearing screenings, provides assistance with diagnostic audiologic procedures, performs directed adjustment of hearing aids, implantable technology, and other amplification systems, manages device orders and repairs, and performs general administrative and technical duties which support the provision of audiologic care • Typically requires HS or GED equivalent; completion of an Audiology Assistant or Technician program or equivalent training and experience.

1.14b Audiologist

Performs routine and specialized audiology diagnostic procedures and test, reviews all results for quality assurance issues • This is a master's degree level position and typically requires Certificate of Clinical Competence (CCC-A).

1.15 Respiratory Care Technician (Certified)

Administers treatment prescribed by a physician for the care of patients with abnormalities associated with the process of breathing • May perform EKGs • *Typically requires completion of approved 2 year program, certification by the State Department of Licensure and certified by NBRC (CRRT).*

1.16 Respiratory Care Practitioner (Registry-Eligible)

Plans and administers treatment prescribed by a physician for the care of patients with abnormalities associated with the process of breathing • May perform EKGs • May test respiratory system • *Typically requires completion of 2 year program, certification by the State Department of Licensure, and eligibility to become registered with the NBRC.*

1.17 Respiratory Care Practitioner (Registered)

Provides respiratory assessment, support, treatment or diagnostic test for critical care, floor care, emergency room or outpatient as needed • May supervise operation of equipment or instruct in operation of equipment • May perform EKGs • *Typically requires completion of 2 year program and NBRC registration.*

1.18 Speech Language Pathologist

Responsible for evaluating and treating patients with communication, cognitive, and swallowing disorders • Interacts with appropriate clinical disciplines, physicians, and family members • *Typically requires an accredited master's degree in Speech-Language Pathology/Audiology or Communicative Disorders, plus a certification, and 1 year of experience as a speech pathologist, audiologist, or equivalent*.

1.19 Occupational Therapy / Physical Therapy Aide

Assists in preparing patients and equipment for therapy • Cleans treatment areas and stores equipment • Maintains department in orderly and prepared condition • May also transport patients, assist patients in crutch ambulation, and schedule appointments • *Typically requires a high school diploma with previous hospital exposure desirable*.

1.20 Occupational Therapy Assistant (Certified)

Works under OTR Supervisor providing patient treatment utilizing occupational therapy and skills to increase patient's level of functioning • Performs patient-related functions utilizing Occupational Therapy theory and practice with stroke or self-care referrals • *Requires completion of approved program and certification by AOTA.*

1.21 Occupational Therapist (Registered)

Plans, organizes, and participates in treatment program to rehabilitate patients • May work with physically and/or psychosocially disabled patients, as well as family members • *Requires current state licensure.*

1.22 Physical Therapy Assistant

Assists in preparing patients for treatments and performs selected treatments under the direction of a State-licensed physical therapist • *Requires current state licensure.*

1.23 Physical Therapist

Plans and administers treatments prescribed by a physician to patients with physical disabilities resulting from injury, disease or surgery • Uses techniques such as heat, electricity, water, massage and exercise • *Requires current state licensure.*

1.24 Vocational Rehabilitation Counselor

Implements, coordinates, and evaluates services for vocational rehabilitation patients, including assessments, vocational interviewing, consultation, education and research • Oversees job therapy experience program, including development of job sites • Responsible for communication with employers, vocational funding agencies, and other agencies • Provides clinical guidance to vocational rehab staff • *Typically requires a master's degree in Vocational Counseling, certification as a Rehab Counselor, and 1 year of prior experience.*

1.25 Recreation Therapist

Responsible for facilitating a patient's participation in a comprehensive Therapeutic Recreation Program as part of an overall Rehabilitation Program • Evaluates a patient's leisure lifestyle and provides goals and objectives directed at a therapeutically designed recreation/leisure orientated treatment which assist patients in attaining optimum level of functioning • *Requires a BS in Therapeutic Recreation and typically national certification as a C.T.R.S.*

1.26a Exercise Specialist**

Works with patients in established health, wellness, or rehabilitation programs, including cardiac rehabilitation • Develops, implements, and supervises exercise prescriptions and protocols; assesses, monitors, and guides patient exercise therapy sessions to ensure safety and effective progression • Provides education and counseling to patients, employees, and families regarding risk factor modification and healthy lifestyle practices • Instructs patients in exercise therapy techniques and the proper use of equipment • *Typically requires a Bachelor's degree in Exercise Science, Kinesiology, Health Sciences, or a related field; certification as an Exercise Specialist or equivalent (e.g., ACSM Exercise Test Technologist/Exercise Specialist, ACSM Certified Clinical Exercise Physiologist, NSCA, ACE); experience in cardiac rehabilitation or a clinical setting preferred.*

1.26b Exercise Physiologist**

Conducts comprehensive fitness assessments, develops individualized exercise prescriptions, and provides health and fitness consultations for patients in cardiac rehabilitation programs and/or members of wellness centers • Evaluates patient progress, modifies exercise interventions as needed, and educates participants on safe exercise practices and risk factor management • Collaborates with interdisciplinary teams to optimize patient outcomes in both clinical and wellness settings • *Typically requires a Master's degree in Exercise Physiology or a closely related field preferred; Bachelor's degree with relevant experience may be considered. May require certification as a Clinical Exercise Physiologist (e.g., ACSM Certified Clinical Exercise Physiologist) or equivalent. Experience in cardiac rehabilitation, wellness, or clinical settings preferred.*

1.26c Athletic Trainer - Certified

Assesses, treats, and rehabilitates athletic injuries under the advice, consent, and prescription of a physician • Requires certification as a Certified Athletic Trainer.

1.27 Genetics Counselor

Coordinates, administers, and delivers medical genetics counseling services to patients and families • Typically requires a Master's of Science degree, graduation from an approved genetic counseling program, and certification by the American Board of Counseling Genetics.

1.28 Radiation Therapist

Administers therapeutic radiation treatments to cancer patients • Typically requires a 2 year degree and registration with the American Registry of Radiologic Technologists (ARRT).

1.29 Dosimetrist

Responsible for radiation therapy treatment planning • Interprets physician prescriptions and develops course of therapy • *Typically requires ARRT registration in radiation therapy and completion of a training program in medical dosimetry.*

1.30 Dialysis Technician

Responsible for maintenance, set-up, and cleaning of dialysis equipment • Stocks, maintains, and reorders supplies • Performs QA/Infection Control testing on machinery • Assist with patient care activities • *Typically requires 1 year experience and/or LPN experience.*

1.31 Orthopedic (Cast) Technician

Applies and removes orthopedic appliances, including casts, splints, and braces • Educates patients and staff regarding proper care and application of appliances • Assists physicians with pin removal, incision and drainage, setting fractures, joint injections, carpal tunnel release, and other procedures • *Typically requires knowledge of sterile technique and of orthopedic supplies, 1 year of experience, and certification by the National Association of Orthopedic Technicians.*

1.32 Polysomnographic Technician (Non-Registered)

Performs diagnostic tests to determine origin of sleep related disorders • Responsible for connecting patients to monitoring devices and sensors (such as EEG electrodes, respiratory movement sensors, penile tumescene monitors, etc.) for the purpose of collecting sleep disorder data • Typically requires 1 year training as a Polysomnographic Technician.

1.33 Polysomnographic Technologist (Registered)

Performs diagnostic tests to determine origin of sleep related disorders • Responsible for connecting patients to monitoring devices and sensors (such as EEG electrodes, respiratory movement sensors, penile tumescene monitors, etc.) for the purpose of collecting sleep disorder data • Tabulates and interprets data • *Typically requires 1 year training as a Polysomnographic Technician and registration with the Board of Polysomnographic Technologists.*

1.34a Dental Assistant

Assists dentists with oral surgery and other treatment • Prepares chairside areas by laying out instruments and material appropriate to scheduled procedures • Passes instruments, mixes compounds, applies rubber dams, provides assistance with crowns and bridges, endodontics and other procedures • Records dentist's findings • Changes barriers and sterilizes instruments • *Typically requires graduation from an accredited dental assisting program or equivalent experience.*

1.34b Expanded Functions Dental Auxiliary

Under the supervision of a licensed Dentist, performs chair side assistant duties in all phases of extractions, restoratives, endodontics, prosthodontics, and periodontal treatment • Responsible for monitoring the dental department to ensure that it is stocked, clean and the equipment is properly sterilized and is in good working order • *Typically requires graduation from an accredited EFDA program and a minimum of 1 year experience.*

1.35 Dental Hygienist

Assists dentist in providing oral healthcare to patients by cleaning, scaling, polishing teeth, and taking and processing x-rays • Records evaluations of mouth condition and extent of prophylaxis on dental chart to provide dentist with information for more complete diagnosis and subsequent treatment as needed • Advises and instructs patients on proper dental care and proper diet for good dental health • *Typically requires graduation from an accredited program.*

1.36 Esthetician

Provides facial dermatology procedures involving clinical and non-clinical aspects of skin care which includes various treatments such as deep cleansing facials, peels, Microdermabrasion, blackhead removal, and waxing • Markets and sells products and services • This position does not diagnose or prescribe medications • *Generally requires graduate of a formal Esthetician training program, state licensure, and 1-2 years of experience.*

1.37 Massage Therapist

Performs massage therapy techniques in a healthcare facility to control pain, reduce stress, and promote wellness • Obtains the basic medical history for a client, assesses any problems or conditions, and suggests appropriate massage techniques based on current health of client • May require a high school diploma or equivalent and requires certification as a massage therapist.

1.38 Intraoperative Monitoring Specialist

Performs all modalities of Neurophysiology/ Neurovascular and other Intraoperative Monitoring with minimal supervision • *S*upports the attending surgeon and attending anesthesiologist, and performs tests, monitoring, and examination duties • Participates in the development, selection, and implementation of software and procedures needed to provide optimal monitoring • Provides adequate recordings with proficiency in troubleshooting technical problems, keeps the surgeons and IOM physicians informed of any significant changes, including the loss of waveforms being monitored • *Typically requires completion of accredited training program in Electroneurodiagnostics and 1-2 years of relevant experience.*

1.40 Doula

Responsible for providing emotional and informational support, comfort measures and physical coping skills related to pregnancy, birth and immediate postpartum period • Advocates for parent's birthing preferences and helps communicate wishes to the healthcare team • Maintains accurate records of support provided, including prenatal meetings and postpartum follow-ups • *Typically requires 2 or more years of experience and certification or training as a Doula from a recognized organization.*

1.42 Acupuncturist

Uses evidence-based acupuncture techniques to treat patient symptoms and treatment side effects using acupuncture needles and other tools • Evaluates and documents patient progress related to symptom management and services rendered • Communicates treatment plans and expectations to promote patient understanding and collaborates with other healthcare providers to ensure integrated patient care • *Typically requires successful completion of an accredited acupuncture graduate degree program and current state licensure.*

2. NURSING / MEDICAL

2.01a Medical Assistant - Certified (CMA)

Assists physician with all back office duties • Takes patient's history • Administers injections • Assists in examinations and procedures • Performs laboratory and radiological examinations • May have a specialty area • *This position requires a certified credential, and knowledge of clinical standards, practices, and procedures.*

2.01b Medical Assistant - Registered**

Assists physician with all back office duties • Takes patient's history • Administers injections • Assists in examinations and procedures • Performs laboratory and radiological examinations • May have a specialty area • *This position typically requires knowledge of medical terminology, on the job training, and endorsement by a licensed practitioner.*

2.01c Medical Assistant - National Certified

Assists physician with all back office duties. Takes patient's history • Administers injections • Assists in examinations and procedures • Performs laboratory and radiological examinations • May have a specialty area • *Typically requires a State Medical Assistant Certification, current national certification through approved national organization, such as American Association of Medical Assistants (AAMA), American Medical Technologist (AMT), National Healthcareer Association (NHA), American Medical Certification Association (CMAC) or National Center for Competency Testing (NCCT) and knowledge of clinical standards, practices and procedures.*

2.02 Health Unit Coordinator

Handles clerical duties on nursing unit, including answering telephone, relaying messages, keeping records, directing visitors, distributing mail, and transcribing physicians' orders • May assist in patient care and order supplies • *Typically requires previous experience and familiarity with medical terminology.*

2.03 Patient Sitter

Under the direction of a licenses healthcare professional(s), performs a variety of tasks to assist in ensuring that assigned patient(s) is safe and unable to harm themselves • Continually monitors the patient's activity • Works closely with licensed healthcare professional(s) to communicate essential details of the patient's activity • Performs non- direct patient care duties as assigned • *Typically requires high school graduation or GED equivalent • Certification as a Nursing Assistant or experienced in providing direct patient care preferred.*

2.04 Nursing Assistant - Certified (NAC)

Assists professional nursing personnel by performing tasks involving direct and indirect patient care, treatment and maintenance of the nursing unit • Requires State NAC certification.

2.05 Nurse Technician

Performs direct patient care consistent with his/her nursing program preparation • Functions under the direct supervision of a Registered Nurse • *Typically requires current enrollment as a senior in an approved school of nursing.*

2.06a LPN - Acute Care

Delivers and executes daily routine nursing care and services to patients in an acute care setting which may include passing of medicine, vital sign assessment, assisting higher level nursing staff, etc. • Works as a team member under the direction of a Registered Nurse to provide quality care that is focused on the comfort and well being of the patient and family • Makes independent decisions in the execution of daily routine duties • *Requires the graduation of an accredited LPN course and current state licensure • Previous acute care nursing experience is preferred.*

2.06b LPN - Clinic

Provides technical assistance to physicians in the outpatient management and care of patients • Takes brief history of patient and makes physical assessment of patient's conditions • Triages patient telephone requests • Counsels patients • Calls in pharmacy refills • *Requires graduation from an accredited LPN course and current state licensure • Previous nursing experience in a medical office setting is preferred.*

2.06c LPN - Home Care / Hospice

Under the direct supervision of a Registered Nurse, assists in the implementation of the nursing care plan, including preventative and rehabilitative nursing procedures, observation and reporting of signs and symptoms, patient/family teaching, discharge planning, and record keeping • Requires graduation from an accredited LPN course and current state licensure • Previous home care nursing experience preferred.

2.07a Registered Nurse - Acute Care

Assesses, plans, coordinates, and renders skilled nursing care to patients in an acute care setting • Oversees, delegates and evaluates the delivery of patient care provided by lower level practitioners • Requires substantial specialized knowledge, judgement and skill based upon the principles of biological, physiological, behavioral and sociological sciences • Uses critical thinking skills in making decisions regarding patient care • *Requires graduation from an accredited school of nursing and current state licensure • Previous acute care nursing experience is preferred.*

2.07b Registered Nurse - Clinic

Provides technical assistance to physicians in the outpatient management and care of patients • Takes brief history of patient, and makes physical assessment of patient's condition • Triages patient telephone requests • Counsels patients • Calls in pharmacy refills • *Requires graduation from an accredited school of nursing and current state licensure • Previous nursing experience in a medical office setting is preferred.*

2.07c Registered Nurse - Home Care / Hospice

Assesses, plans, and renders skilled nursing care to patients in an isolated home setting • Uses considerable judgement and skill in making patient care decisions • Coordinates continued patient care with a multidisciplinary team of physical therapists, occupational therapists, speech language pathologist, and social workers • *Requires previous home care nursing experience, graduation from an accredited school of nursing, and current state licensure.*

2.08 Research Registered Nurse - RN

Implements research protocols with human subjects including providing treatments, procedures, etc • Gathering data, and participating in the analysis of the data • Typically requires RN licensure, several years experience and exposure to research practices which is usually obtained in a bachelor's / master's level nursing curriculum.

2.09 Infusion Therapist - RN

Administers IV therapy treatments • Chooses and monitors venipuncture and/or catheter insertion sites • Educates patients and caregivers on IV procedures and care • Ensures patient has necessary solutions and equipment • *Typically requires state RN licensure and 1-3 years IV experience.*

2.10a Nurse Practitioner - Primary Care

Provides primary healthcare services to hospital and clinic patients • Performs examinations; performs or orders diagnostic tests; establishes diagnosis; prescribes medications; instructs patients and family members about continuing care • Does not include specialized or surgical practitioners • *Typically requires current state RN licensure and licensure as an Advanced Registered Nurse Practitioner (ARNP).*

2.10b Nurse Practitioner - Specialized

Provides primary healthcare services to hospital and clinic patients • Performs examinations; performs or orders diagnostic tests; establishes diagnosis; prescribes medications; instructs patients and family members about continuing care • Does not include general or surgical practitioners • *Typically requires current state RN licensure and licensure as an Advanced Registered Nurse Practitioner (ARNP).*

2.11 Certified Nurse Midwife

Provides antepartum, intrapartum, and postpartum care to uncomplicated OB patients • Delivers babies • Assists physicians in procedures such as C-Sections and GYN surgeries • Performs GYN patient exams; provides patient education • *Typically requires a bachelor's degree in Nursing, completion of an accredited midwifery program, a minimum of 1 year of professional nursing experience in an OB setting, and a current State Registered Nurse license and Certified Nurse Midwife by the ACNM.*

2.12a Lactation Consultant - RN

Responsible for providing lactation services to patients on an as-needed basis and working with other care providers to triage need • *M*anages and/or supports a caseload of patients across perinatal and breastfeeding continuum (assessment, care planning, intervention, and evaluation) • Collaborates with and provides consultation to perinatal staff to assist in the lactation support of their patients • Ensures that educational activities are conducted with nursing staff, patient, and families • *Typically requires a current state RN license and 2 or more years of recent experience in postpartum and lactation care.*

2.12b Lactation Consultant - Non-RN

Provides lactation education services to promote breastfeeding success • Provides training and support to mother/infant pairs to ensure optimal breastfeeding outcomes • Explains techniques to minimize breastfeeding dysfunction and promote successful outcomes • Coordinates staff education related to lactation to ensure consistent patient support • Provides information on related subjects, such as maternal nutrition, breastfeeding challenges, breastfeeding support groups, etc • Identifies breastfeeding experiences that are not the norm (e.g., improper latch-on, inadequate intake, etc.) and makes appropriate referral (e.g., Lactation Consultant, other healthcare provider, or outpatient follow-up) • May perform visual breast assessment consistent with individual scope of practice • May provide consultation on medication use during breastfeeding • *Typically requires current lactation consultant certification or completion of a lactation educator program.*

2.13 Anesthesia Assistant

Cleans, assembles, and stocks materials, anesthesia equipment and machines • Conducts light maintenance of anesthesia equipment • *Typically requires training or experience in medical equipment maintenance.*

2.14 Anesthesia Technician

Prepares, operates, and maintains anesthesia equipment such as ventilators, cell savers, balloon pumps, patient monitors, blood gas analyzers, arterial lines and CVP lines • Assists medical staff with technical problems related to the delivery of anesthesia to patients including setting up monitors and troubleshooting monitor malfunctions • *Typically requires an associate of arts degree in related field or 2 years of experience as an Anesthesia Assistant.*

2.15 Certified Registered Nurse Anesthetist (CRNA)

Performs a clinical evaluation of patients and formulates an anesthesia care plan • Administers and monitors general and intravenous regional anesthesia to patients presenting for surgery within established protocols • Closely monitors patient and modifies anesthesia as required to maintain patient at near optimal status • *Typically requires a current RN license, ARNP, and current AANA recertification, and must be a graduate of an accredited school of Nurse Anesthesia.*

2.16a Physician Assistant - Primary Care

Provides appropriate primary care to patients • Takes histories, orders appropriate diagnostic tests, provides treatment to minor/routine problems, and gives appropriate counseling to patients • Follows physician assistants' policies • Does not include specialized or surgical physician assistants • *Typically requires a master's degree, graduation from an accredited physician assistant program, and national certification.*

2.16b Physician Assistant - Specialized

Provides appropriate specialized care to patients • Takes histories, orders appropriate diagnostic tests, provides treatment to minor/routine problems, and gives appropriate counseling to patients • Follows physician assistants' policies • Include PAs not represented in 2.16a and 2.16c • *Typically requires a master's degree, graduation from an accredited physician assistant program, and national certification.*

2.16c Physician Assistant - Surgical

Provides primarily surgical assistance • Takes histories, orders appropriate diagnostic tests, provides treatment to minor/routine problems, and gives appropriate counseling to patients • Follows physician assistants' policies • Does not include general or specialized physician assistants • *Typically requires a master's degree, graduation from an accredited physician assistant program, and national certification.*

2.17 Staffing Coordinator

Updates and monitors clinical staffs' daily patient schedule ● Arranges for supplemental staff ● May maintain current patient list, and track patient visits statistics ● *This is an intermediate level position typically requiring 2-3 years of experience in a medical setting.*

2.18 Surgery Scheduler

Coordinates appointments for surgeries for all physicians at the clinic or hospital(s) ● Provides patient with generic preoperative information sheets ● Coordinates arrangements for surgical assistants, special equipment, and surgical materials ● Obtains authorization for surgery from patient's insurance company ● *Typically requires 3-5 years of experience in a medical setting with knowledge of medical terminology.*

2.19 Operating Room / Surgical Services Aide

Assists in tasks involving patient care and maintenance of the operating room ● Assists in transporting patients and sets up trays for procedures ● May collect specimens, take vital signs, and give enemas ● *Typically requires a high school diploma or equivalent.*

2.20 Operating Room Technician

Assists surgical team during operative procedures ● Arranges and inventories sterile set-up for operation, and passes items as needed to the operating team ● Assists in the preparation and moving of patients, and in clean-up of the operating theater ● *Requires completion of operating room technical course and certification, and previous experience.*

2.21 Critical / Rapid Response Nurse

Responsible for providing immediate and specialized care to patients experiencing critical conditions or sudden deterioration, and delivering clear and concise communication to ensure efficient and effective care ● Responds promptly to emergency situations and rapid changes in patient condition ● Conducts thorough assessments and administers immediate, life-saving interventions as necessary ● Works closely with physicians, nurses, and other healthcare providers to facilitate informed decision-making and rapid intervention/response plans ● Acts as a physician liaison by relaying expert physical assessments and providing delegated treatments as needed ● Typically requires current state RN licensure and 2 ore more years of experience in emergency or critical care ● May require further certifications, such as a Critical Care Registered Nurse (CCRN) or Certified Emergency Nurse (CEN) certification.

2.22a Emergency Medical Technician (EMT)*

Provides basic life support and emergency medical care as part of a multidisciplinary medical team in a variety of healthcare and pre-hospital environments, including EMS agencies, clinics, acute care facilities, and patient transport services ● Functions under the supervision of paramedics or designated clinical leadership ● Assesses patient condition, performs basic life support interventions (airway management, CPR, bleeding control, splinting, patient immobilization), and assists with patient transport and care documentation ● May participate in community health initiatives, public education, and quality assurance activities ● *Typically requires completion of a state-approved EMT program, current EMT certification as required by state or local regulations, current healthcare provider-level CPR certification, valid driver's license, and emergency vehicle operation training ● May require advanced or IV technician certification, community health worker training, NIMS/ICS training, and instructor certifications within a designated period after hire.*

2.22b Paramedic*

Provides basic and advanced life support and emergency medical care as part of a multidisciplinary medical team in a variety of healthcare and pre-hospital environments, including EMS agencies, clinics, acute care facilities, and patient transport services ● May supervise EMTs and other personnel, provide quality assurance, and participate in community health initiatives and public education ● Performs comprehensive patient assessment and advanced life support interventions including IV therapy, medication administration, advanced airway management, cardiac monitoring, defibrillation, and trauma care, in accordance with state and local protocols ● *Typically requires completion of a state-approved Paramedic program, current Paramedic certification as required by state or local regulations, advanced cardiac life support (ACLS), pediatric advanced life support (PALS), and healthcare provider-level CPR certification, valid driver's license, and emergency vehicle operation training ● May require additional certifications such as neonatal resuscitation, community health worker training, NIMS/ICS training, and instructor certifications within a designated period after hire.*

2.22c ER Technician**

Performs direct patient care activities under the supervision of a Registered Nurse or Physician in the Emergency Department, within the scope of facility policy and individual certification ● Duties may include obtaining vital signs, wound care, splinting, EKGs, assisting with procedures, transporting patients, maintaining supplies and equipment, and assisting with patient hygiene and comfort ● May perform basic life support interventions as permitted by certification ● *Typically requires certification as a nursing assistant or EMT, and previous experience in an emergency department, acute care, or healthcare setting.*

2.23 Patient Care / Discharge Coordinator

Responsible for management and coordination of resources for the achievement of maximal clinical and financial patient outcomes for assigned caseload • Works as clinician, consultant, educator, and researcher to facilitate collaborative management of patient care for an entire episode of care--admission through discharge • In collaboration with physicians and other health professionals, monitors quality and continuity of care, with appropriate acuity level, resource consumption, length of stay, and discharge planning • *Typically requires MSW or BSN/MSN from an accredited university, state licensure, 2 years of experience in a healthcare setting, and knowledge of utilization management, community resources, and financial and quality issues affecting patient care.*

2.24 Clinical Nurse Specialist

Provides clinical expertise in defined area of specialization, such as gynecology, psychology, cardiology, oncology, and gerontology • Observes and evaluates nursing care • Plans and conducts staff development programs • Defines standards of practice in area of specialization • Functions autonomously and in collaboration with healthcare providers as a practitioner, educator, consultant and researcher • *Typically requires current state RN licensure, a master's degree in nursing, and a minimum of 3 years of experience in area of specialization.*

2.25 Telemetry / Monitor Technician

Provides surveillance of cardiac rhythms of electrocardiographic central station monitors • Recognizes, records and reports dysrhythmia and rhythm changes • Assists with cardiac rhythm interpretation • Troubleshoots technical monitor problems • *Typically requires a high school diploma or GED and completion of a course in cardiac dysrhythmia recognition and interpretation, or 1 year experience in monitor surveillance in a coronary care/telemetry unit.*

2.26 Delivery Room Technician

Assists labor team with deliveries • Restocks delivery rooms, performs set-ups and clean-ups for deliveries • Coordinates paperflow and clerical duties for labor and delivery, post partum and newborn patients • Assembles charts, schedules outpatient procedures, admit/discharges patients • Watches over newborns and may assist with feedings and vital signs • *Typically requires surgical technician certification and 1-2 years previous experience.*

2.27 Employee Health Nurse

Responsible for assuring that an organized and effective program for employee health is maintained and monitored • The Employee Health Nurse is available for employee consultations regarding health issues; actively initiates and coordinates programs and provides corrective measures to promote wellness and protect the health of employees; complies with various agency requirements pertaining to occupational health and safety • *Typically requires current state RN licensure and 2 or more years of experience in medical/surgical nursing.*

2.28 Trauma Coordinator

Coordinates and oversees the review and monitoring of trauma policies and protocols, and standards of care in accordance with requirements for trauma designation • Coordinates the process for preparation of proposals for trauma designation • Identifies problems and recommends measures to improve the care of trauma patients • Acts as liaison to local EMS agencies • Serves as Trauma Registrar, ensuring trauma registry compliance • Provides trauma related education to staff • *Requires RN with 3 years emergency department experience.*

2.29 Hospitalist

Provides the delivery of medical care for a broad range of medical conditions for the inpatient population • Orders treatments, tests, and consults with specialty physicians and primary care physician where appropriate • *Licensed physician with an MD or DO* • *May report to a medical director.*

2.30 Dentist

Diagnoses and treats diseases, injuries, and malformations of teeth and gums, and related oral structures • Examines patient to determine nature of condition, utilizing x rays, dental instruments, and other diagnostic procedures • Cleans, fills, extracts, and replaces teeth, using rotary and hand instruments, dental appliances, medications, and surgical implements • Provides preventive dental services to patient, such as applications of fluoride and sealants to teeth, and education in oral and dental hygiene • *Requires a degree in dentistry from an accredited school.*

2.31 Bariatric Program Coordinator

Responsible for coordinating all aspects of the multidisciplinary program including, but not limited to, meeting with potential candidates, coordination of patient's care, patient education, post-surgical follow-up, tracking outcomes and marketing of the program • Requires licensure as a Registered Nurse, 3 years related experience in nursing and patient care, and 1 year of experience in marketing and/or management preferred.

2.33 Transplant Coordinator - RN

Responsible for coordinating patient's care through each step of the organ transplantation process • Provides clinical support for both pre and post-transplant patient activities, patient education surrounding transplant and outpatient care coordination • Provides professional, peer and patient education and acts as a liaison to referring physicians and healthcare providers • Typically requires graduation from an accredited school of nursing, current state RN licensure, and at least 1-2 years of experience in critical care/transplant nursing • *May require further certifications, such as a Certified Clinical Transplant Coordinator (CCTC) certification.*

2.35 Flight Nurse - RN

Responsible for all direct patient care in accordance with standards of care from initial patient contact through the acceptance of the patient at a receiving medical facility • Ensures patient safety throughout the transportation process • Evaluates, creates and implements patient care plans • Maintains accurate and thorough medical records, including patient assessments, interventions, and medications administered • Assists with transfer planning, communicating effectively with healthcare providers, receiving facilities, and other team members during patient transfers to coordinate seamless transitions of care • *Typically requires relevant state RN license, certification as a flight nurse, and 3-5 years professional critical care nursing experience, or equivalent • May require further certification(s).*

2.40 Virtual Registered Nurse - Acute Care

Provides remote consultative care for patients in acute or inpatient units via a centralized virtual network • Collaborates with the inpatient and interdisciplinary teams to achieve clinical objectives, quality standards, and improved patient outcomes • Engages in indirect patient care by assessing, planning, coordinating, evaluating, and delegating tasks to the on-site care team, in line with policies and regulatory requirements • Coordinates, delegates and supervises the care provided by the unit-based health care team • Utilizes judgment and critical thinking for patient care decisions, adhering to safety standards and best practices • *Requires a nursing degree from an accredited school and current state licensure. Previous acute care experience is preferred.*

3. HOME CARE AND HOSPICE

3.01 Home Care and Hospice Director

This is the top management position within the home care and hospice division / agency • Responsible for the overall administration, management, and long range planning of the division / agency • Assesses community needs, develops targeted growth strategies, and markets division / agency services • *Typically requires state RN licensure and 5 years clinical management experience.*

3.02 Home Care Director

Responsible for the overall administration, management, and long-range planning of the Home Care Department • Includes the management of multiple disciplines which may include nursing services, physical therapy, occupational therapy, speech therapy, social work, respite care, and home helpers • *Typically requires state RN licensure and supervises 50-100 employees.*

3.03 Home Care Team Manager

Responsible for the supervision of an interdisciplinary team which usually includes: nursing, physical therapy, occupational therapy, speech therapy, social work, home health aid services, and medical record personal • Responsibilities include, but are not limited to, utilization review of costs and services ordered; hiring, supervision and evaluation of staff; and coordination of team activities to ensure quality cost effective patient care • *Typically requires a bachelor's degree in a clinical discipline, appropriate licensure and/or state mandated registration, 3 years clinician level experience, and a minimum of 1 year supervisory level experience in a home health agency.*

3.05 Home Care or Hospice Volunteer Coordinator

Responsible for the coordination of a volunteer program • Recruits, trains, and supports the work of volunteers in specific programs such as hospice, elder outreach, and student volunteers • *Typically requires 1 year experience in working with volunteer programs.*

3.06 Bereavement Coordinator - Hospice / Home Care

Plans, develops, and delivers bereavement services to family and friends (i.e., survivors) of deceased hospice patients • Bereavement services may include distributing written bereavement materials to survivors, providing individualized counseling sessions, facilitating group grief seminars, and linking survivors with bereavement volunteers • Maintains records which log all contacts made with survivors • May be responsible for recruiting and training bereavement volunteers • *Typically requires a master's degree in social work or ordained clergy.*

3.08 Home Health Aide (Certified)

Under the supervision of a Registered Nurse, Physical Therapist, Occupational Therapist, or Speech Therapist, provides limited nursing care and therapy services to patients in their own homes • Requires certification as a Home Health Aide • May report to the Home Health Aide Supervisor.

5. SOCIAL WORK / BEHAVIORAL HEALTH

5.01 Social Worker - Bachelor's

Counsels and aids patients and their families to understand and accept medical recommendations and options • Assesses and assists with non-medical problems interfering with effective patient care • May assist in the discharge planning process • *Typically requires a Bachelor of social work degree and 1 year of experience.*

5.02a Social Worker - Master's

Counsels and aids patients and their families to understand and accept medical recommendations and options • Assesses and assists with non-medical problems interfering with effective patient care • May assist in the discharge planning process • *Typically requires a master of social work degree and 1 year of experience.*

5.02b Licensed Independent Clinical Social Worker (LICSW)

A sub-sector within the field of Social Work, LICSW's provide clients with support and intervention regarding mental and emotional health • May provide specialized counsel and assistance to clients regarding mental health issues, substance abuse, public health, school social work, medical social work, marriage counseling, or children and family therapy • May work as a member of a multi-disciplinary team, consulting with physicians, medical professionals, and therapists when appropriate • Typically requires a master of social work degree, and 2 years of experience.

5.02c Psychiatric Social Worker*

A sub-sector within the field of Social Work, LICSW's provide clients with support and intervention regarding mental and emotional health • May provide specialized counsel and assistance to clients regarding mental health issues, substance abuse, public health, school social work, medical social work, marriage counseling, or children and family therapy • May work as a member of a multi-disciplinary team, consulting with physicians, medical professionals, and therapists when appropriate • *Typically requires a master of social work degree, and 2 years of experience.*

5.03a Social Services Director*

Responsible for the overall administration, management, and strategic direction of the Social Services Department, including oversight of all social work functions, discharge planning, patient advocacy, and support programs • Develops, implements, and evaluates departmental policies, procedures, and quality improvement initiatives • Ensures compliance with regulatory requirements and standards of social work practice • Supervises professional and managerial staff, prepares and manages departmental budgets, and serves as a key liaison between patients, families, medical staff, and community agencies • Develops and executes strategies to address social determinants of health and facilitate patient access to resources • *Typically requires a master's degree in social work (MSW), licensure as a social worker, and 6-8 years of professional experience • May require 3-5 years in a healthcare management or leadership role.*

5.03b Social Work Manager**

Responsible for managing the provision of social services to patients/clients and their families within a clinical setting • Works collaboratively with physicians, nurses, and other healthcare professionals to assess patient social needs and facilitate progress of medical treatment • Coordinates planning for post-discharge care and community resource referrals • Supervises professional social work staff, assists in departmental budget preparation, and ensures compliance with relevant regulations • *Typically requires a master's degree in social work (MSW), licensure as a social worker, and 4-6 years of professional experience • May require 1-2 years in a supervisory or lead role.*

5.04 Chaplain

Provides spiritual and emotional support to patients and families and acts as liaison between family/patients and community clergy • Assists with funeral arrangements, offers scripture readings, family communion or celebrations and helps with the effects of the normal grieving process • *Typically requires a master of divinity degree from a recognized theological institution with a minimum of 2 years working with the terminally ill.*

5.05 Mental Health Practitioner

Provides group and individual therapy to patients • Works closely with patient's medical providers • *Typically requires a master of social work degree, and/or ARNP/CSW, 3-5 years post-degree experience, training and experience in brief therapy; group therapy; and generalist.*

5.06 Mental Health Specialist

Plans and conducts individual, group and family psychotherapy sessions in an inpatient mental health unit • May assist in basic nursing care • May assist in developing care plan • *Typically requires a bachelor of science degree in psychology or social work and 2 years patient care experience.*

5.07 Psychologist

Assesses, diagnoses, and formulates documentation and implementation of treatment plans addressing the mental and behavioral health of patients • Provides case management through: triage; referrals; provider consultation; therapy sessions with individuals/families, and/or groups; and outside agencies • *Typically requires a Ph.D. or Psy.D degree, 1 year supervised clinical internship, and additional year of supervised practice under the direction of a licensed psychologist, and state licensure.*

5.08 Behavioral Health Director

Responsible for the overall administration, management, and long range planning and development of a Behavioral Health Program • Provides group and individual therapy to patients • *Typically requires a Ph.D., 5 years post-degree experience in private practice, and/or community clinical setting; brief and group therapy; generalist.*

5.09 Chemical Dependency Counselor

Provides direct counseling and case management services to clients with chemical dependency related problems • Provides individual, group, family, and educational services; including assessment, counseling and aftercare services • *Typically requires a high school diploma or equivalent and meets the standards for Chemical Dependency Counselor Certification Board, or the Northwest Indian Alcohol-Drug Specialist Certification Board.*

5.10 Psychiatric ARNP

Assesses, plans and evaluates the care of acute patients with a history of a diagnosed behavioral health issue, and those presenting with a possible secondary diagnosis related to behavioral health • Initiates and monitors care plans • Prescribes and monitors psychotropic medications • Works closely with each patient's healthcare provider(s) • Performs discharge planning • *Requires a master's degree in a nursing specialty such as Mental Health, licensed as an Advanced Registered Nurse Practitioner (ARNP), and typically requires 3 years recent clinical experience in the care of psychiatric patients.*

5.11 Child Life Specialist

Plans and carries out Child Life program for patients on an individual and group basis • Promotes normal growth and development and optimal adjustment of patient and family to hospitalization, illness, and disability • Develops, implements, and evaluates individual treatment plans for high priority patients • Acts as a resource and educator for medical unit staff to utilize basic child life methods and techniques • Trains and schedules unit based volunteers • *Requires a Bachelor's Degree in Child Life or Certified Child Life Specialist, and 1-2 years of experience working with the infant, toddler, school age child and adolescent in a therapeutic setting.*

5.12 Patient Advocate - Non RN

Provides advocacy, support, information and referrals for counseling, medical evaluation, protection issues to patients and their families referred by staff, Child Protective Services, law enforcement agencies and other community professionals • Facilitates support groups, provides education to community, networks with professionals and agencies in community • May accompany victims during investigative interview process • May provide backup coverage for Crisis Line and intervention • *Typically requires a Bachelor's Degree in Social Sciences or related field and 2-3 years of experience • Typically not in risk management department.*

6. LABORATORY

6.01 Laboratory Aide

Performs nontechnical laboratory tasks such as sterilizing and stocking of lab materials, preparing simple culture media, compounds and reagents, and assisting in maintaining cleanliness of the lab • Typically requires a high school diploma.

6.02 Lab Assistant

Performs simple and qualitative laboratory tests such as setting up and monitoring bacterial, fungal, and viral cultures • Typically requires a high school diploma and 1 year experience in a clinical laboratory.

6.03 Phlebotomist

Obtains blood samples by skin puncture, venipuncture, and arterial gasses • Instructs patients in proper collection of urine samples • Performs fingersticks • Prepares samples for reference labs • May perform EKGs, urinalysis, and plate cultures • May label and prepare hematology slides • *Typically requires completion of a phlebotomy course or an accredited medical assistant course or 6 months laboratory experience and certification as a Healthcare Assistant.*

6.05 Medical Technologist (ASCP)

Performs routine and complex analysis • Monitors quality control • Exercises independent judgment in lab decisions • May work in hematology, chemistry, microbiology • *Requires a bachelor's degree in medical technology or related field and completion of a 12 month internship from an accredited training program, completion of ASCP exam, and 1-2 years medical technology experience.*

6.06 Medical Lab Technician

Performs basic procedures and tests in hematology or chemistry and microbiology, urinalysis, serology under the guidance of the Medical Technologist-- limited independent judgment • Typically requires an associate degree in the clinical laboratory sciences, completion of an MLT certification exam, and 1 year medical laboratory experience.

6.07 Cytotechnologist

Stains, mounts, and studies cells of the human body to determine pathological conditions • This position typically requires a bachelor's degree from an approved school of cytotechnology and American Society of Clinical Pathologist (ASCP) or I.C.A. registration.

6.08 Cytogenetic Technologist

Establishes cultures from peripheral blood, bone marrow, amniotic fluid, and tissue biopsies, prepare stain and analyze chromosomes to present recommended diagnosis • Typically requires a bachelor's degree, certification as a Clinical Laboratory Scientist, and 2 years of experience in a cytogenetics laboratory.

6.09a Histology Technologist**

Cuts, mounts, and studies specimens of human tissue to provide data on functioning of tissues and organs, and the causes or progress of disease • Typically requires completion of a 4 year approved histology program or ASCP registration as a Histologic Technologist.

6.09b Histology Technician**

Cuts, mounts, and studies specimens of human tissue to provide data on functioning of tissues and organs, and the causes or progress of disease • Typically requires completion of a 2 year approved histology program or ASCP registration as a Histologic Technician.

6.10 Point of Care Testing Coordinator

Coordinates and establishes procedures for point of care testing • Monitors quality control and test results • Works with various departments and staff in implementing point of care testing programs • *Typically requires a Bachelor of Science degree in related field, MT (ASCP) certification, and 1 year clinical laboratory supervisory experience.*

7. PHARMACY

7.01 Pharmacy Assistant

Under the immediate supervision of a licensed pharmacist, performs typing, filing, stocking, delivery, bookkeeping, telephone answering, and other clerical duties in the pharmacy • Previously Level B certification.

7.02a Pharmacy Technician

Under the immediate supervision of a licensed pharmacist, performs manipulative, nondiscretionary functions associated with the practice of pharmacy • Enters prescription details in patient's medication profile, selects correct medication and strength, places in appropriate container, and applies label before referring to a pharmacist for review • Checks and restocks supplies, packages and labels products, fills and delivers orders • *Previously Level A certification.*

7.02b Pharmacy Admixture Technician

Under the immediate supervision of a pharmacist, working within a clinic admixture room, performs the technical, nonjudgmental aspects of medication preparation • Prepares, compounds, packages, labels, and dispenses medication, nutritional products, IV admixture and solutions (e.g., chemotherapy, biotherapy, etc.) • Checks all orders for completeness of information • Calculates correct dosage volumes, and maintains current drug information • Follows procedures for clean room and hood space areas • *Typically requires completion of a Pharmacy Technician program, previous experience as a Pharmacy Technician, and experience with sterile compounding and the preparation of IV admixture (including chemotherapy), hazardous compounding certification preferred • Specific state laws may regulate that only licensed individuals perform compounding or mixing responsibilities.*

7.03 Pharmacist - Intern (First Year)

Under the direct supervision of a licensed pharmacist assists in the dispensing of medications and IV solutions • Transcribes physician's written and verbal orders, types labels and counts medications for review by pharmacist, fills and delivers orders • *Typically requires enrollment in accredited School of Pharmacy and current Pharmacy Intern License. Include first-year pay information only.*

7.04 Pharmacist - Resident

Works in an institutional pharmacy setting which provides a year of postgraduate training and responsibilities as prescribed by the American Society of Health System Pharmacists • Provides on-line coverage and completes clinical rotations under the supervision of preceptors in each specialty • Provides pharmaceutical care and completes assigned project(s) • *Requires graduation from a recognized School of Pharmacy and state registration as a pharmacist.*

7.05 Pharmacist

Compounds and dispenses drugs according to prescriptions issued by authorized medical care providers • Interviews patients regarding past medication history and allergies • Provides patients with instructions and counseling regarding medication • Provides information and consultation to medical staff • Supervises work of pharmacy assistants • *This is a journey level position, requiring current state licensure.*

7.06 Pharmacy Clinical Coordinator

Responsible for department clinical program activities to assure quality clinical services in assigned functional area, such as management of pharmacy ambulatory services or provision of pharmacy clinical education and coordination with other healthcare disciplines to identify and address drug therapy needs • May directly supervise and manage the performance of assigned personnel • May serve as pharmacy liaison with internal department and external medical offices/agencies • Participates in overall department strategic planning and budget management • *Typically requires a registered Licensed Pharmacist, advanced degree preferred, and/or ASHP Hospital Residency Certificate, 2-4 years pharmacy experience with demonstrated clinical expertise.*

7.07 Medication Safety Officer Pharmacist

Responsible for ensuring the safe and effective use of medications • Works collaboratively to develop processes to evaluate all procedures and systems associated with medication use to identify weaknesses or deficiencies, and implement strategies to minimize medication errors and promote patient safety • Conducts medication safety assessments and identifies areas for improvement in medication management processes • Analyzes medication-related incidents and develops recommendations to enhance medication safety protocols • Provides education and training to healthcare professionals to ensure optimal medication use and reduce the risk of adverse drug events • Ensures policy and procedures related to medication safety are current • *Requires graduation from an accredited school of pharmacy (advanced degree (MS or PharmD) and/or residency preferred), and a minimum of 5 years clinical practice in a hospital or health system, or completion of residency in medication safety or hospital administration • May require further certifications/licensure.*

8. OPTICAL

8.01a Ophthalmic Technician (Certified)**

Provides assistance to ophthalmologists and optometrists by collecting medical history and screening patient for visual acuity • Performs technical procedures (e.g., refractometry, tonometry, slit lamp exam), educates patients on eye care, contact lens care, and in preparation for surgical procedures • Assists with equipment maintenance • Prepares examination rooms for use by practitioner • *Typically requires minimum experience of 2 years and demonstrated ability to perform technical procedures. COT Certification required.*

8.01b Ophthalmic Technician (Non-Certified)**

Provides assistance to ophthalmologists and optometrists by collecting medical history and screening patient for visual acuity • Performs technical procedures (e.g., lensometry, keratometry, visual acuities), educates patients on eye care, contact lens care, and in preparation for surgical procedures • Assists with equipment maintenance • Prepares examination rooms for use by practitioner • *Typically requires minimum experience of 1 year and demonstrated ability to perform technical procedures.*

8.02 Licensed Optician

Guides patients in the selection of eyeglass frames and lenses that are appropriate to their individual prescriptions and cosmetic needs • Interprets prescriptions, orders eyewear from lab, adjusts and repairs eyewear • *Typically requires a current State dispensing optician license and 2-3 years of experience • Sales ability may also be required.*

8.03 Optometrist

Provides independent primary care specializing in the examination, diagnosis, treatment and management of diseases and disorders of the visual systems, the eye and associated structures as well as the diagnosis of related systemic conditions • Requires Doctor of Optometry degree, state Optometry license with certification to use diagnostic and therapeutic pharmaceuticals.

9. SUPPORT SERVICES

9.01 Central Services Supervisor

Responsible for 24 hour supervision and overall operations of hospital central processing (central service) functions, including staffing and scheduling; or of a major C.S. component (e.g., processing, distribution, sterilization, linen supply) • Typically requires 3 years of experience • Typically supervises 10-15 employees.

9.02 Biomedical Technician

Responsible for maintenance and repair of the electronic equipment throughout the hospital, especially patient-care equipment • This is the intermediate level typically requiring completion of a biomedical technician program, certification, and 3-5 years of experience.

9.03 Building Maintenance Worker / Mechanic

Responsible for overall building maintenance, trouble shooting and fixing heating, electrical and plumbing systems • Responsible for routine maintenance on building equipment, responsible for infectious waste removal, and light carpentry duties • *Typically requires 3 or more years of experience in general maintenance.*

9.04 Maintenance Engineer

Performs general maintenance and repair duties of a semiskilled nature to ensure the safe and efficient operation of the physical plant • Incumbents use independent judgment in assessing problems and devising work methods • *This is the intermediate level typically requiring 2 years of experience in general maintenance work, with training and/or experience in one or more of the following areas: electrical, mechanics, plumbing, ventilation, carpentry, refrigeration, pneumatic systems.*

9.05 Maintenance Engineer - Senior

Performs skilled (journey level) maintenance, repair and construction duties in one or more trades • May serve as a technical expert in a specialty field and lead the work of others • *Typically performs skilled work in one or more of the following areas: electrical, mechanics, plumbing, ventilation, carpentry, refrigeration • Typically has full journey status as a trades worker or completion of a recognized apprenticeship, plus 4 years of experience.*

9.06 Stationary Engineer

Operates and maintains stationary engines and mechanical equipment to provide utilities • Typically requires 5 years of experience, journeyman, fourth grade license, boiler, air conditioning, and steam.

9.07 Laundry / Linen Worker

Sorts laundry and performs duties incidental to the laundering process • Duties may include weighing loads, recording information, preparing linen and laundry for laundering process, and receiving and sorting clean linen carts • *This is an entry level position typically requiring previous experience.*

9.08 Housekeeper

Performs general facility cleaning and maintenance, including: dusting, mopping, vacuuming, cleaning sinks and toilets, washing and waxing floors • May include grounds maintenance • *This is an entry level position.*

9.09a Sterile Processing Technician (Non-Certified)

Operates autoclaves and other equipment to decontaminate and sterilize instruments and equipment, including power equipment • Inspects and assembles instruments, equipment, trays, and packs • *One year specialty surgical instrument experience preferred*.

9.09b Sterile Processing Technician (Certified)

Operates autoclaves and other equipment to decontaminate and sterilize instruments and equipment, including power equipment • Inspects and assembles instruments, equipment, trays, and packs • *One year specialty surgical instrument experience and Central Service/Material Management Certification required*.

9.09c Endoscopy Technician

Directly supports physicians and nurses with the preparation and set up of specialized procedures and equipment • Prepares and cares for medical instruments and equipment • Maintains clean examination areas; sets up rooms, cleans instruments and maintains special procedures equipment • Sterilizes equipment between patients and adheres to infection control measures • May assist physicians and nurses during exams or procedures • *One year specialty surgical instrument experience preferred*.

9.10 Central Service Distribution Technician

Stocks carts with linen and/or medical/surgical supplies; fills surgery case carts from predetermined listings • Applies patient charge stickers to items • Delivers linen, supplies, and equipment • *Requires a high school diploma, or equivalent.*

9.11 Storekeeper

Responsible for distributing the patient care and office supply needs of the hospital according to orders received • Orders supplies to maintain stock on hand • Updates inventory records • Unloads and stocks supplies • *Typically requires previous stock management experience.*

9.12 Transporter

Responsible for the safe and timely transportation of patients, supplies, and equipment throughout the facility • Moves gurneys or wheelchairs with patients, or carts with supplies and equipment throughout the facility in a safe and timely manner • *This is an entry level position.*

9.15 Security Guard (Unarmed)

Performs unarmed guarding and patrolling of premises to protect company, personal property, and personnel against fire, theft, vandalism, illegal entry, and other hazards • Tours premises periodically to check doors, windows, and gates for security • Observes departing personnel to protect against the theft of property • Examines the credentials of individuals prior to admittance to restricted areas • *This is an intermediate position, typically requiring 1 year of security experience.*

9.16 Security Supervisor

Responsible for supervising a group of security staff, and performing unarmed guarding and patrolling of premises to protect company, personal property, and personnel against fire, theft, vandalism, illegal entry, and other hazards • Evaluates performance of subordinates to determine training requirements and deficiencies • Assists in developing and conducting training programs for security • May write reports covering activity of squad or shift assigned • Examines the credentials of individuals prior to admittance to restricted areas • *This is a supervisory level position, typically requiring 3-5 years of experience.*

9.18 Plumber

Performs skilled plumbing and pipefitting work at the journey level • Inspects and diagnoses malfunctions • Repairs, maintains, and tests plumbing and other piping systems • Clears plugged waste lines • Removes and replaces or installs all types of plumbing fixtures such as toilets, sinks, drinking fountains, showers, kitchen, laboratory, and other equipment • Reads and interprets plans, blueprints, and sketches • Constructs lay out or plan piping assemblies with respect to walls, structures, and other obstructions, allowing for expansion and contraction and alignment in accordance with pipefitting practice • *This is the journey level plumber, typically requiring completion of a vocational or apprenticeship or equivalent training and experience.*

9.19 Electrician

Performs a variety of journey level electrical work such as installation, maintenance, or repair of equipment for the utilization and distribution of electric energy • Plans layouts, installs and repairs wiring, electrical fixtures, apparatus, and control equipment • Uses a variety of hand tools and measuring and testing instruments • May estimate time and materials required to complete jobs • *This is a journey level electrician; completion of a vocational or apprenticeship or equivalent training and experience is required.*

9.21 HVAC Technician

Performs journey level work related to the installation, repair and maintenance of heating, ventilation, air conditioning, and mechanical equipment such as refrigerators or cafeteria equipment as per applicable building codes • Uses hand and power tools • Works from schematics, blueprints, and other specifications • *Journey level position typically requiring completion of a formal apprenticeship program. May require certification.*

10. FOOD SERVICE

10.01 Food Service Cashier

Operates cash register and makes transactions • May fill in charge slips for catering • Balances daily receipts • Records cafeteria receipts • May replenish supplies • *Typically requires basic mathematical and communication skills.*

10.02 Food Service Worker

Serves and portions food for patients, employees, and visitors • May include duties in dishroom and/or floor pantries, trayline or cafeteria • *Typically requires some food service training or experience.*

10.03 Food Preparer

Performs basic food preparation in food production areas • (Includes job titles such as Salad Maker, Vegetable Preparer, Cook's Helper, Dessert Preparer, etc.) • *Typically requires some food service training or experience.*

10.04a Cook

Prepares food for patients, employees, and visitors • May estimate food needs and order supplies • *Typically requires 1-4 years of experience in institutional quantity cooking.*

10.04b Sous Chef

Actively oversees daily food production • Ensures quality control of food in all aspects of production, including food handling, preparation, service, and storage • Ensures foods are cooked to specifications and in a timely, safe manner • Leads production staff • *Requires completion of an accredited 2-year Culinary Arts Food Service program or 5 years equivalent work experience in restaurant or institutional food service.*

10.04c Executive Chef

Oversees menu planning/development, food production, purchasing and inventory control • Oversees food safety training, temperature monitoring, sanitation, and compliance to maintain a high level of cleanliness, organization, and adherence to food safety standards • Supervises production staff and ensures a smooth and efficient kitchen operation • Bachelor's in food service management or related culinary degree preferred • *Typically requires 5 years minimum food production and kitchen management experience in institutional/ restaurants.*

10.05 Dietetic Assistant

Assists in menu processing • Prepares necessary records and reports • *Typically requires a high school diploma or equivalent, and previous clerical experience.*

10.06 Diet Technician

Performs technical nutritional care functions as directed by a dietitian • Supervises menu processing • Screens patients for nutritional risk • Obtains, evaluates, and utilizes dietary history information to plan nutritional care • Calculates nutritional intake analysis • May oversee the Dietetic Assistant • *Typically requires an associate degree with emphasis in nutritional care that meets the educational standards established by the American Dietetic Association.*

10.07 Dietitian - (Registered)

Assesses nutritional status and needs, develops and implements nutritional care plans, and evaluates and reports these results appropriately • Coordinates and supervises food service procurement, production, and distribution • Provides patient, professional, and nutrition staff education • *Typically requires a bachelor's degree and an American Dietetic Association registration, and 1 or more years of dietetic experience.*

10.08 Chief Clinical Dietitian

Coordinates the clinical dietitian function and supervises clinical staff to provide nutrition services • Works with medical staff, nursing services, pharmacy, and food service to provide quality nutritional care • Ensures ongoing care plans, patient education, and diet instruction • May provide nutrition education programs to outpatient groups • *Typically requires a degree, current registration with the American Dietetic Association, and 3-5 years of experience.*

11. HIM / CLINICAL INFORMATICS / IT

11.01a Transcriptionist

Transcribes dictated reports of any specialty to include histories and physicals; operative reports; pathology, radiology, laboratory reports; discharge summaries and physician progress notes • May use voice recognition software, and edit material for grammar and clarity • *Typically requires graduation from an accredited medical transcription course with a strong knowledge of medical terminology, the ability to type 55-60 WPM accurately, and 2-3 years of experience.*

11.01b Scribe

Accompanies physician/provider during the patient examination in order to transcribe in the electronic medical record (EMR) the nature of the patient visit • Lists all proper diagnoses and symptoms, as well as follow up instructions and prescriptions for the patient as dictated by the physician/provider • Maintains patient confidence and complies with all regulatory requirements • *Typically requires a high school diploma or equivalent • May require certification as a medical scribe by the American College of Clinical Information Managers (ACCIM), and 1-2 years of healthcare experience in a hospital or clinical environment.*

11.02a Health Information Management (HIM) Technician

Responsible for maintaining the order of patient charts and filing all correspondence, lab, and x-ray reports as well as dictated notes into patients' charts • Photocopies or scans patient records • Researches location of charts and may provide back-up on phones • May include electronic (EMR) and paper-based record systems • *This is an entry level position, typically requiring a high school diploma or GED and typically 6 months general clerical experience.*

11.02b Health Information Management (HIM) Data Integrity Specialist

Responsible for updating and revising electronic medical record systems to assure data integrity, including merging patient records, making online corrections, and resolving errors affecting patient identity • Works with other departments causing errors and affected by them, and coordinating complex corrections in a timely manner • *Typically requires a minimum of an associate degree and RHIT or RHIA certification.*

11.03 Registered Health Information Technician / Coder (RHIT)

Responsible for reviewing discharge abstracts and patient charts in order to assign the appropriate ICD-10-CM/CPT codes to diagnoses and procedures • Reviews charts for potential liability risk and documents specific information as necessary • Performs studies as requested by physicians or administration • Maintains State reporting documentation for certain procedures in compliance with regulations • *Typically requires an AA degree in Medical / Health Records, RHIT or CCS Certification by the American Health Information Management Association, and a minimum of 6 months to 1 year experience.*

11.04 Compliance & Coding Specialist

Supports and provides compliance and coding training to physicians, clinic personnel, and corporate auditing and billing staff • Performs medical record audits according to corporate compliance and coding plan, and provides immediate feedback and training to appropriate physician and support personnel • Reviews insurance carrier payment denials, recommends appropriate billing corrections, and provides training to clinic and corporate business personnel • *Typically nonexempt level, bachelor's degree or equivalent with CPC certification, with a minimum of 2 years healthcare training and medical service compliance and coding experience.*

11.05 Certified Tumor Registrar (TNM Staging)

Performs Tumor Registry abstracting activities • Performs TNM staging • Attends Tumor Board meetings and records Tumor Board and meeting events • Collects and prepares statistical and other appropriate cancer related data for requested studies • Maintains tumor registry database • *Requires certification as Tumor Registrar and/or RHIT, and 1 year previous tumor registry or medical records experience.* TNM (tumor nodes metastases) staging is the process which gives the prognosis indicating the severity of the disease and survival chances.

11.06 Imaging Library Assistant

Responsible for the processing of incoming orders for procedures in the Medical Imaging departments • Provides reception for patients/visitors and escort as necessary • Files and retrieves records and films • Maintains integrity of patient records contained within Film Library • *Typically an entry level position requiring a high school diploma or equivalent. 2 years of experience in hospital or clinic environment is preferred.*

11.07 Picture Archive Communications System (PACS) Administrator

Responsible for the daily operational administration and implementation of Picture Archiving & Communication Systems (PACS) requirements to include diagnostic workstations, modality connectivity, modality acquisition, modality upgrades, PACS upgrades, image transfer, and interfaces • Formulates and defines ongoing PACS scope and objectives • Is primary troubleshooter on application logic difficulties and works through to resolve and document • *Typically requires a degree and 3-5 years of experience in a healthcare environment working with computers or Radiology technology.*

11.51 Clinical Systems Specialist

Provides direct end-user support services to patient care teams in clinical work settings to facilitate the introduction, acceptance, integration, and effective use of computerized patient care management systems • Provides a visible, accessible, and on-going Medical Informatics presence in the medical office to support and assist end-users in all aspects of information systems and computer usage • Expertise and focus will be centric to the ambulatory care system with general knowledge of supporting ancillary systems • *Requires a bachelor's degree and 2-3 years of experience working with a clinical system. (Does not require an RN.)*

11.52a Clinical Informatics Specialist - RN**

Coordinates and facilitates application system implementations, upgrades, and optimization for information systems supporting patient care functions • Collaborates with clinicians and IT teams to analyze and optimize clinical workflows, ensuring technology supports safe and effective patient care • Develops training plans and enables users to maximize ancillary, nursing, and related clinical systems capabilities • Provides ongoing support, troubleshooting, and data analytics to drive quality improvement and user adoption • *Typically requires a current RN license, 2 years clinical nursing experience in a patient care setting, and 2-3 years of experience with systems implementation and support* • *May require Epic or other major HER experience or certification.*

11.52b Clinical Informatics Specialist - Non-RN**

Coordinates and facilitates application system implementations, upgrades, and optimization for information systems supporting patient care functions • Collaborates with operational and IT stakeholders to analyze and improve clinical workflows • Develops training plans and supports end users in maximizing clinical systems capabilities • Provides ongoing support, troubleshooting, and analytics • *Typically requires a degree and 2-3 years experience with a clinical information system within a healthcare setting* • *May require Epic or other major EHR experience or certification.*

11.52c Clinical Informatics Manager

Oversees the implementation, maintenance, and optimization of information systems supporting patient care functions, and collaborates with IT teams to ensure seamless integration and functionality • Identifies opportunities for improvement through strategic use of informatics, and collaborates to implement process changes and technology solutions to enhance efficiency and quality of care • Develops and oversees data analytics strategies to extract meaningful insights from clinical data to support clinical decision-making, quality improvement, and performance monitoring • Ensures interoperability between different health information systems and integration with other relevant technologies • Oversees development of training and support on the use of health information systems and informatics tools • Ensures compliance with relevant healthcare regulations, standards, and data security requirements • Leads informatics projects, including system upgrades, implementations, and optimizations • *Typically requires a Bachelor's degree (Master's preferred), a current RN licensure, and a minimum of 3 years acute care clinical nursing experience in a patient care setting.*

11.53 Clinical Systems Analyst

Responsible for successful completion of assigned tasks for clinical application implementations, including one or more of the following: process evaluation and documentation; participation in the development of prototype design and build; testing; and project implementation support • Provides ongoing support of clinical application systems as needed to support production operations (day-to-day sustaining) • *Typically requires a bachelor's degree and a minimum of 2 years work experience in Information Services.*

11.54 Clinical Systems Analyst - Senior

Working with key stakeholders, end users, and team members, identifies and resolves issues throughout system development phases of assessment, design build, testing, training, and implementation • Provides ongoing support of clinical application systems as needed in support of project operations (day-to-day sustaining.) • Responsible for taking a senior role on tasks and mentoring other clinical systems analysts as appropriate. May lead the work of other staff members • *Typically requires a bachelor's degree and a minimum of 5 years of experience in an Information Services environment.*

11.57 Pharmacy Business Intelligence Analyst

Responsible for developing analytical reports and data solutions, analyzing pharmacy data to provide actionable insights that enhance operational efficiency and strategic direction • Converts raw data into insights for evidence-based decision-making and improved patient outcomes • Collaborates with clinical and administrative stakeholders to meet their data needs, ensuring data accuracy, integrity, and security • Responsibilities include maintaining and enhancing data systems, responding to complex data requests, and producing summaries, reports, and dashboards • *Typically requires a bachelor's degree in Pharmacy, Information Technology, or a related field and a minimum of 5 years of experience in an Information Services environment.*

11.60 Informatics Pharmacist

Responsible for providing support and expertise in oversight of pharmacy automation systems • Works collaboratively with others to facilitate and optimize the functioning of pharmacy electronic systems including the electronic record for order entry and medication use processes • Actively participates in decisions impacting information systems for the entire health-system • Creates and maintains documentation, including policy and procedures, for information systems • *Requires current state licensure* • *Requires Pharmacy Informatics Residency training or equivalent work experience in practice and informatics.*

11.62 Clinical Data Abstractor

Responsible for supporting Clinical/Peer Review database management • Collects, analyzes, and reports data for databases such as core measures, Clinical Outcomes Assessment Program (COAP), American College of Cardiology (ACC), and Society for Thoracic Surgeons (STS) • Works with various clinical areas to coordinate and improve data collection • Analyzes data, identifies trends, patterns, and profiles, and reports findings • May make recommendations for process improvements • *Registered Nurse with at least 2 years clinical experience required.*

11.63 Clinical Data Analyst

Responsible for maintaining multiple quality-related databases and associated decision support tools • Creates queries, reports, and interprets data to meet federal, state and accrediting regulations and in support of the clinical effectiveness program • Develops and maintains data solutions using analytical and clinical data systems • Coordinates the planning, defining, and testing of new measures, development and documentation of data or automation collection processes, validate data accuracy, and improvement of data collections • *Bachelor's degree required* • *Minimum of 3 years related experience required* • *Clinical experience preferred.*

11.65 Clinical Documentation Improvement Specialist - RN

Responsible for improving the overall quality, completeness and timeliness of clinical documentation, performing clinical documentation review and admission/ continued stay reviews • Facilitates modifications to overall quality and completeness of medical record documentation, through extensive interaction with physicians, nursing staff, other patient caregivers, and coding staff to ensure that appropriate reimbursement is received for the level of service rendered to patients • *This is a professional level position requiring a licensed RN, 5 years of recent clinical experience to include ICD coding experience.*

11.70a Help / Service Desk Coordinator I

Provides support services to internal and/or external users of the organization's computer systems and data processing network ● Acts as a first level problem identification and resolution resource, including answering questions, providing advice, troubleshooting, and following-up to assist users in solving their own data processing problems ● Coordinates user problem resolution with other data processing sections if necessary, and tracks and reports recurring problems ● *Typically requires 1-2 years related data processing experience.*

11.70b Help / Service Desk Coordinator II

Provides support services to internal and/or external users of the organization's computer systems and data processing network ● Acts as a second level problem identification and resolution resource, including answering questions, providing advice, troubleshooting, and following-up to assist users in solving their own data processing problems ● Coordinates user problem resolution with other data processing sections if necessary, and tracks and reports recurring problems ● *Typically requires 3-4 years related data processing experience.*

11.70c Help / Service Desk Supervisor

Supervises and coordinates daily support services to internal and/or external users of the organization's computer systems and IT network ● Allocates work assignments and reviews work for thoroughness and accuracy ● Assists and trains staff ● Coordinates user problem resolution with other departments if necessary, and tracks and reports recurring problems ● May inventory and purchase computer equipment and software ● Supervises work efforts of others ● *Typically requires 6+ years related experience.*

11.72a IT Application Analyst

Analyzes and modifies data systems ● Resolves system related problems through appropriate research methods and communication with user department personnel and vendor personnel ● Analyzes reports in relation to system capabilities ● Follows department procedures relative to request tracking and documentation ● Analyzes and modifies the system design ● Develops procedures to process information ● *Intermediate level, with 3-5 years of experience and healthcare systems knowledge.*

11.72b Epic Application Analyst**

Analyzes, designs, configures, implements, and provides ongoing maintenance for all Epic applications and related information systems ● Collaborates with operational stakeholders to analyze workflows, optimize system design, and ensure alignment with organizational goals ● Provides functional expertise to optimize the design and development of systems, including workflow analysis and user engagement ● Makes recommendations regarding potential systems and the setting of priorities for development and implementation efforts ● Assists with development of test plans for usability, performance, and adherence to standards ● Supports go-live, upgrades, and ongoing optimization efforts, including troubleshooting and change management ● *This is an intermediate level position, typically requiring 3-5 years of experience and healthcare systems knowledge to include Epic experience ● Epic certification is typically required or must be obtained within a specified timeframe.*

11.72c Epic Application Analyst - Senior**

Analyzes, designs, configures, implements, and provides ongoing maintenance for all Epic applications and related information systems ● Collaborates with operational stakeholders to analyze workflows, optimize system design, and ensure alignment with organizational goals ● Provides functional expertise to optimize the design and development of systems, including workflow analysis and user engagement ● Makes recommendations regarding potential systems and the setting of priorities for development and implementation efforts ● Assists with development of test plans for usability, performance, and adherence to standards ● Supports go-live, upgrades, and ongoing optimization efforts, including troubleshooting and change management ● At the senior level, may lead the work of other analysts and serve as a project lead for major Epic initiatives ● Provides advanced support for system optimization, strategic planning, and cross-functional projects ● Mentors and supports junior analysts, and collaborates with training teams and operational leaders to ensure effective knowledge transfer and system adoption ● *This is a senior level position, typically requiring 5+ years of experience and healthcare systems knowledge to include Epic experience ● Epic certification is typically required.*

11.73 Network Administrator**

Installs, configures, and maintains software and hardware connected to the network server and workstations ● Interfaces with other departments, vendors, or consultant to resolve problems ● Ensures conformance with IT and company objectives ● Provides training or individual assistance to users ● Oversees backup and security procedures ● Plans for hardware and software upgrades ● Coordinates the work of outside specialists ● *This is an intermediate level position typically requiring 2-4 year's of network support experience ● May require Microsoft or Novell network engineer certification.*

11.74 Epic Principal Trainer*

Develops, maintains, and delivers education and training programs to support the implementation, optimization, and ongoing use of the Epic electronic health record (EHR) and related clinical or business applications • Designs and updates training curricula and materials for a variety of audiences, incorporating adult learning principles and instructional design best practices • Collaborates with application analysts, informatics specialists, operational leaders, and subject matter experts to ensure training content accurately reflects system build, workflows, and organizational policies • Manages training environments and user access for classroom, virtual, and at-the-elbow learning sessions • Leads instructor-led and online training sessions; mentors and supports credentialed trainers and super users • Evaluates training effectiveness through assessments and feedback; revises curricula to address gaps and optimize user adoption • Maintains required Epic certification(s) for assigned module(s); participates in system upgrades, testing, and optimization projects as needed • May assist with application build tasks and provide support during go-live and stabilization periods • *Typically requires a bachelor's degree or equivalent education/experience, Epic certification in assigned application(s), and 2 or more years of experience in healthcare IT training, clinical informatics, or Epic implementation • Experience with instructional design, adult education, and training delivery preferred.*

12. BUSINESS OFFICE

12.01 Patient Account Representative

Researches patients' questions about accounts, makes adjustments to patients' accounts, responds to written correspondence from patients, researches and reconciles credit balances • Typically requires 1 or more years of experience in patient accounts, and extensive knowledge of medical insurance, CPT and diagnosis codes.

12.02a Biller

Performs medical billing functions to third party payors • Reviews itemized bills to verify accuracy and completeness of charges • Researches denied or incomplete bills • Codes and/or verifies ICD coding • Researches and resolves minor patient complaints • *Typically requires 2 years billing experience.*

12.02b Payment Poster / Charge Entry

Ensures that all third-party and self-pay payments, adjustments and denials are posted to facilitate timely, accurate management of accounts receivable • Typically requires a minimum of 1 year of medical insurance and/or payment posting background in a physician office or hospital patient accounting office environment.

12.03 Financial Counselor

Verifies insurance coverage and benefits for patients by telephoning insurance companies and employers • Pre-verifies insurance and obtains necessary deposit when required • Assists and advises the patient in obtaining alternative financial sources to finance their obligations • Coordinates with physician office second opinion and pre-authorizations and post notification requirements of third party payors • Files legal documents as required • *Typically requires a high school diploma, some credit and collection experience, knowledge of insurance procedures, and knowledge of general office procedures.*

12.04 Collections Counselor

Contacts and arranges payment plans for overdue balances through direct patient contact • Coordinates payment with third party payor • *Typically requires 1 or more years of collection experience in a medical setting.*

12.05 Reimbursement Recovery Specialist

Investigates codes in which insurance companies disallow reimbursement • Coordinates changes in insurance regulations and provides in-servicing to other patient account representatives • Corresponds with third-party insurance companies who provide them with information necessary to assist them in determining more appropriate reimbursement levels • Updates physicians regarding preferred CPT codes • *Typically requires a bachelor's degree and 2-3 years of experience in a medical setting with extensive knowledge of CPT and ICD-10 coding • May include home care reimbursement.*

12.06a Clinic Reimbursement / Coding Specialist

Completes on-site routine and complex encounter form coding for ambulatory professional services; acts as clinic site expert on third party billing, cash management, referral, and coding processes • Typically requires a bachelor's degree and 1 year vocational training in related field, and a minimum of 1 year ambulatory practice experience • Typically requires CPC certification and 1 year experience with coding ICD-10, CPT, and HCPCS.

12.06b Charge Capture Specialist

Ensures that all appropriate billing charges are being captured, documented, charged and reimbursed for the assigned department • Working with the appropriate staff/team members, identifies, researches and analyzes billing errors and/or omissions • May provide training to staff engaged in billing data entry and related charge-capture/reconciliation activities • *Typically requires completion of a recognized course of study for health information practitioners or coding specialist and 2 years coding experience in an acute hospital health information management department.*

12.07 Accounts Receivable Cashier

Receives all insurance checks • Runs daily tapes on insurance voucher checks • Receives and sorts business office mail • Interacts with patients on a daily basis • *Typically requires computer, typing, and 10 key skills; and knowledge of insurance companies and their billing and reimbursement procedures* • *Typically requires 1 or more years of experience as an A/R cashier in a medical office setting.*

12.08 Chargemaster Analyst

Plans and performs advanced price modeling activities for major services lines • Performs complex financial / statistical analyses related to revenue cycle matters associated with chargemaster • May perform special project assignments with respect to applicable regulations and the overall revenue cycle • Consults with other revenue cycle departments • *Typically requires a bachelor's degree and 4 or more years related experience.*

12.11 Patient Registrar / Patient Access Representative

Responsible for welcoming the patient into the care delivery setting and initiates the documentation required for the patient's clinical care as well as the financial clearance • Ensures accurate patient admission/ registration • Works closely with both the financial team and the clinical team to ensure the optimum patient experience, accurate registration, and maximum cash flow and reimbursements • *Typically requires knowledge of medical terminology and insurance/ payor requirements, vocational or 2 years college level education and 1 year patient registration or healthcare business office experience* • *National Certification preferred.*

12.30 Referral Authorization Coordinator**

Expedites the administrative requirements for patient referrals, dealing directly with health plans • Makes decisions and authorizes risk plan referrals, utilizing established guidelines • Reviews and ensures referral documentation is complete and compliant with health plan and regulatory requirements • Requires knowledge of medical coding and referral processes • Maintains accurate records of referrals, authorizations, and payer communications • Collaborates with clinical staff to ensure timely patient access to specialty care • *Typically requires an associate degree (AA) or equivalent experience, and 3 years healthcare insurance or related experience.*

12.31 Insurance Authorization Coordinator*

Responsible for verifying insurance eligibility and benefits for scheduled procedures, tests, and medications • Obtains pre-authorizations and pre-certifications as required by payers, ensuring all required documentation is submitted accurately and in a timely manner • Maintains records of authorizations, denials, and payer communications • Communicates authorization status and requirements to clinical, scheduling, and billing staff • Follows up with payers and providers to resolve missing or incomplete information and addresses issues that may delay patient care or reimbursement • Requires knowledge of medical terminology, payer requirements, and authorization processes • *Typically requires 1-2 years of experience in a healthcare or insurance setting.*

12.32 Claims Processor

Responsible for reviewing referrals and reconciling claims against referrals after services have been provided • Reviews referrals for completeness of information and gathers additional information as needed to complete referrals • Enters referrals on the information system • *Typically requires a high school degree and 2 years prior work in a medical office setting.*

12.33 Contract / Provider Network Specialist

Responsible for analysis and participates in negotiation of payor contracts • Coordinates and disseminates contract information within the organization • This position does not include supervisory responsibilities • *Typically requires a bachelor's degree in related field, and 2-4 years of recent contract negotiation experience.*

13. ADMINISTRATIVE SERVICES

13.05 Screener

Screens all persons entering a building or facility for symptoms of illness and elevated temperature, and provides optimum customer service • Supports patients, families, visitors, other staff in all aspects of screening • Duties performed may include: taking temperatures of persons accessing the building/facility, asking symptomatic screening questions, supplying clarifying information around screening, visitation restriction details, mask wearing hygiene/practices, setting up and maintaining entrance spaces, supplies, and/ or equipment • May assist with patient clarifications, visitor exceptions, isolation protocols and processes for admission or appointment arrival, discharge, and transfer functions such as isolation escorts • Appropriately communicates and documents all daily activities around screening as necessary • Adheres to applicable laws, company policies, and guidelines • *Typically requires a high school diploma or equivalent, and may require customer service experience, and/or additional specialized training.*

13.08 Telephone Operator

Responsible for operating the telephone communication center between the public and patients, physicians, and personnel • Typical duties may include answering a multi-line phone, triaging emergency calls and routing them to appropriate personnel, assigning and distributing paging equipment, instructing employees in the use of voice mail, and opening and sorting mail • May monitor emergency security systems • *Typically requires a high school diploma and 6 months related experience.*

13.09 Medical Receptionist

Answers and screens phone calls and takes messages • Schedules appointments • Obtains billing information • Checks in patients • Maintains medical charts • Files medical charts • *Intermediate level position typically requiring 6 months to 1 year experience as a receptionist in a medical setting.*

13.10 Patient Appointment Coordinator

Answers phones, triages patient calls, and schedules physician and ancillary service appointments on computer • Typically requires 2 years of medical reception experience and basic computer knowledge.

13.12 Receptionist

Answers phones, greets visitors, light typing, photocopying, and distributing documents for business or administrative offices • Provides backup to administrative secretary • *This is an entry level position.*

13.13a Administrative Secretary

Provides general secretarial support for administrators • Handles confidential information • Acts as information source on organizational policies and procedures • Arranges meeting and appointment schedules • *This is an intermediate level secretarial position typically requiring 2-5 years secretarial experience.*

13.13b Executive Assistant

Provides administrative support of a highly complex and responsible nature to senior management (excluding CEO) • Interfaces with high level internal/external contacts requiring considerable discretion and initiative • May research background material and collect data for office profit plans, reports, speeches, and correspondence • May carry out assignments relating to civic or committee activities involving fund raising, membership drives, and social functions of senior management • Coordinates schedules for meetings, arranges appointments, and schedules visitors • Works independently in answering telephone calls and routine correspondence • Exercises judgement to reflect executives' style and company policy • Typically supports SVP or EVP level • *Typically requires extensive secretarial experience to executive level management.*

13.13c Executive Assistant to CEO

Provides administrative support of a highly complex and responsible nature to the chief executive officer • Interfaces with high level internal/external contacts requiring considerable discretion and initiative • May research background material and collect data for office profit plans, reports, speeches, and correspondence • May carry out assignments relating to civic or committee activities involving fund raising, membership drives, and social functions of the CEO • Coordinates schedules for meetings, arranges appointments, schedules visitors, and keeps CEO's calendar • Works independently in answering telephone calls and routine correspondence • Exercises judgement to reflect the CEO's style and company policy • May supervise clerical support staff • *Typically requires extensive secretarial experience to executive level management.*

13.14 Medical Interpreter

Interprets or translates information between limited English-speaking patients and medical personnel or others as necessary • Translates written materials as needed • *Requires knowledge of medical terminology, and competency in English and one or more other needed languages.*

13.15 Credentialing Specialist

Coordinates all aspects of the privileging and credentialing process for the healthcare provider • Processes applications, verifies information, researches application details, and assures process is in accordance with medical staff bylaws • *This is an advanced level clerical position, typically requiring business or vocational training, and 3 years medical secretarial experience.*

13.16 Medical Staff Coordinator

Coordinates and facilitates activities of medical staff committee meetings • Acts as a liaison between medical staff and administration • Acts as a resource to medical staff regarding medical staff bylaws, rules, regulations, and policies • Performs executive secretarial and office services for elected chair and medical staff officers • This is a senior level clerical position • *Typically requires business or vocational training or AA degree, 3 years of experience in Medical Staff Support Services, and Certification as a Medical Staff Coordinator • In smaller organizations, may also perform credentialing functions.*

13.19 Buyer / Purchasing Agent

Compiles the necessary information and takes independent action to procure supplies, materials, equipment and services • Prepares bid invitations and conducts bid openings; examines bids for compliance with procurement requirements • Has extensive contact with vendors to obtain prices and specifications of products • No direct supervisory responsibilities • Intermediate level position generally requiring course work at the college level with emphasis in business administration and demonstrated knowledge of materials purchased and sources of supply • *Typically requires 2-3 years buying experience.*

13.20 Fiscal Specialist

Responsible for a variety of moderately complex and varied fiscal administrative support functions such as analysis, planning, interpreting and review of a fiscal operation involving an overlap or combination of disciplines ● Under general direction analyzes and develops budgets for grants, contracts, state funds, and/or program funds ● Maintains comprehensive fiscal recordkeeping systems ● Analyzes, establishes and maintains cost center and/or self-sustaining accounts ● Maintains professional fee records ● Coordinates diverse unit-wide fiscal support functions such as payroll, travel reimbursement, purchasing and fiscal planning ● *This is an intermediate level position, typically requiring a degree in accounting, finance, or business with 2-4 years of related experience.*

13.21 Financial Analyst / Decision Support

Responsible for business plan development and pro formas, including budget development, staffing, capital requests, volume projections, and revenue analysis ● Understands reimbursement methodologies and cost structure ● *This is an intermediate level position, typically requiring a degree in accounting, finance, or business with 3 years of experience in healthcare finance and a working knowledge of IDC and CPT coding.*

13.22 Payroll Specialist

Analyzes, prepares, and inputs payroll data, typically using an automated system to produce accurate and timely payroll ● Reviews and resolves errors from edits ● Resolves employee and supervisory payroll questions ● Analyzes payroll reports and provides results to supervisor ● *This is an intermediate level position requiring 2-4 years of accounting/payroll related experience and data terminal input skills.*

13.23 Benefits Specialist

Identifies and resolves benefit questions through research and policy interpretation ● Communicates with active and retired employees, human resource staff and consultants ● May assist with special projects within the benefits area ● *Typically requires current knowledge of company benefit programs and 1-2 years of related experience.*

13.24 Human Resources Assistant

Performs a variety of routine tasks such as maintaining records, compiling statistics, data entry, and processing employment applications ● Furnishes employee information to authorized persons, and assists employees on matters regarding personnel forms, records and procedures ● *Typically requires experience in human resources or a related field, and 1-2 years clerical experience.*

13.25a Human Resources Generalist

Administers programs, procedures, and plans used in carrying out human resource policies ● Provides guidance to executives, managers, supervisors, and employees on various human resource issues ● Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training ● *This is the intermediate level human resource staff professional with no supervisory responsibility, typically requiring a degree and 2-4 years of experience.*

13.25b Human Resources Generalist - Senior

Administers programs, procedures, and plans used in carrying out human resource policies ● May include strategic business partner duties ● Provides guidance to executives, managers, supervisors, and employees on various human resource issues ● Areas of expertise may include one or more of the following specialties: employee relations, employment, affirmative action, compensation, benefits, safety, and training ● *This is the senior level human resource staff professional, typically requiring a degree and 5 or more years of experience.*

13.26a Recruiter

Supports management in recruiting and placing applicants to fill open positions ● Develops advertising and recruitment plans ● Screens employment applications ● Interviews applicants ● Coordinates interviews with managers ● May conduct orientation for new employees ● May be involved in entry level employee relations interactions ● *Typically requires a bachelor's degree and 2 years personnel experience.*

13.26b Recruiter - Senior

Sources, recruits, and interviews candidates for all job levels (including professional, technical, and management positions), refers applicants to specific job openings, checks references and may process changes in employee employment status (hires, promotions, transfers, etc.) ● May have EEO and affirmative action responsibilities ● May have lead responsibilities ● *This is the senior level, typically requires a degree and demonstrated interviewing skills, knowledge of modern employment practices and related laws, and 5+ years experience in recruiting.*

13.27 Recruiter - Physicians

Implements the physician recruitment program • Recruits qualified physicians for medical staff and assists in the development of strategic physician recruitment plans • Coordinates comprehensive physician recruitment programs to ensure adequate complement of physicians in accordance with needs and goals of the employer and medical staff • Assists in assessing immediate and long-term needs for physicians and services • Assists in developing strategies for attracting proper mix of medical practitioners and/or specialists • *Typically requires a bachelor's degree and 4 years of related experience.*

13.28 Accounts Payable Specialist

Performs moderately complex clerical assignments in accordance with standard procedures • May handle reconciliations, billing, and balancing • Resolves problems in recurring assignments in accordance with previous training and experience • *This is the intermediate level typically requiring 1-2 years of related experience.*

13.29 Accountant

Performs a wide variety of regular and recurring moderately complex accounting functions requiring full professional competency • Establishes and maintains accounting records • Maintains one or a combination of general accounting, budget, or cost systems • Assists in interpreting accounts and records for administrative officers • May balance books, prepare tax reports, or other special projects • May direct lower level employees • *This is an intermediate level professional accountant, typically requiring a degree and 2-4 years of experience.*

13.30 Accountant - Senior

Performs complex accounting functions including fiscal interpretation and analysis requiring full professional competency • Establishes and maintains new accounting and fiscal control records and procedures used in an organizational unit • Interprets accounts and records for administrative officers • Prepares fiscal analyses such as revenue projections or cost/benefit analyses • May perform some internal audit procedures • May direct the work of lower level accountants or accounting clerks • *This position is the senior level in the professional accounting family, typically requiring a degree in accounting and 5+ years of experience.*

13.35 Business Intelligence Analyst

Responsible for the strategic design and maintenance of business intelligence applications to enhance decision-making capabilities • Serves as the primary resource for data extracts, management, and queries from multiple databases • Analyzes competitive landscapes, provides intelligence, and makes strategic recommendations • Gathers and studies structured data to offer insights on products, customers, and competitors to assist with business decisions • Advises organizational leaders on competitive strategies • *This is an intermediate level role, working under moderate supervision on moderately complex projects • Typically requires 3-6 years of experience for exempt roles and 2-4 years for nonexempt roles.*

13.37 Diversity, Equity & Inclusion Specialist

Works collaboratively to support the organization's Diversion, Equity, and Inclusion (DEI) strategies and initiatives • Analyzes and interprets data to inform DEI strategies and initiatives, and conducts assessments and evaluations of current DEI practices to identify trends and opportunities for improvement • Applies a DEI lens to policies, recruitment, retention, strategies, employee experience, and culture • Assists in developing and facilitating training sessions and educational programs that promote cultural awareness and sensitivity among employees • Tracks goals for training, education and recruiting efforts and provides status reports • *This is an intermediate level, typically requiring a bachelor's degree in a relevant field and 2-4 years of experience or equivalent.*

13.40 Safety Coordinator

Coordinates safety program, ensuring that organization's safety standards are in compliance with external regulations • Writes policy and procedures according to OSHA and State regulations • Conducts safety audits and consultations • Develops and conducts safety training programs • Reviews and analyzes accident data and recommends solutions • *This is typically an exempt-level job, reporting to a Manager level • Typically requires 2-4 years experience.*

13.42 Wellness Program Specialist

Responsible for the coordination, development, implementation, marketing and evaluation of the organization's employee wellness programs • Develops outcome measures, evaluation tools and protocols for wellness programs • Prepares proposals and negotiates for program contracts with local businesses • *Typically requires a degree and 2-4 years of experience.*

14. QUALITY ASSURANCE

14.01 Quality Assurance Analyst

Retrieves data from medical records using criteria established by healthcare professionals • Performs on-going monitoring and generic screens to identify cases for professional review • Tabulates data, writes reports, and performs appropriate statistical tests • *Typically requires RHIA or RHIT, and prior experience in chart analysis.*

14.02 Quality Assurance Coordinator - RN

Plans and evaluates multidisciplinary, process improvements relating to quality of clinical care/ practice/service • Serves as a consultant on the Joint Commission Standards and other regulatory requirements • Monitors trends and participates in the determination of need for further assessment and improvement • Recommends policy and procedure changes to improve care and patient outcomes using clinical knowledge base • Maintains and enhances a variety of databases, statistics and reports • *Typically requires a Degree in Nursing, college level course work in statistical analysis, and 3 years of clinical experience in an acute-care setting, and 1 year of experience in quality assessment and improvement work.*

14.04a Case Manager - RN**

Assesses, plans, and evaluates the care of a designated case load of patients for the purpose of assuring the achievement of clinical and financial outcomes • May participate in the development of clinical pathways • In collaboration with all disciplines, identifies appropriate use of resources • Oversees and monitors care delivered to assigned designated caseload • Maximizes positive financial outcomes assuring patient charges are accurate through proper documentation • Monitors admission and continued stay criteria for all payors and responds to third party payor requests related to claims, denials, appeals, and quality concerns • Contributes to modification/changes in nurse and physician practice patterns to continuously maximize patient outcomes, improve quality of care, and control use of resources • *Requires RN licensure, master's level nursing training preferred, and several years clinical experience; certification in specialty area preferred.*

14.04b Case Manager - Non-RN**

Provides advanced-level peer support services to an assigned caseload by mentoring individuals according to developed care plans, assisting with accessing resources to address physical, mental, spiritual, and emotional health needs • Responsibilities include assessments, care planning, group facilitation, service enrollment, and ongoing case reviews to enhance patient self-sustainability and health • Communicates service criteria and offers referrals to community resources as needed • *Typically requires Bachelor's degree and 3-5 years professional/paraprofessional experience providing peer support services in a healthcare setting.*

14.06 Epidemiologist - Infection Control Nurse - Non M.D.

Performs surveillance and data collection/analysis of hospital's infection-control program • Serves as a member of the Infection Control Committee • Directs and /or coordinates the hospital's educational efforts with respect to the infection control and waste disposal program • *Typically requires current RN licensure, knowledge of epidemiology, or a bachelor's degree in microbiology or M.T. with previous experience.*

14.08 Utilization Review Coordinator - RN

Under general direction, using appropriate criteria, reviews chart documentation to justify patient care in order to meet agency reimbursement requirements and to justify admission, treatment and length of stay • Concurrently monitors patients to assure the appropriateness of admission, continued hospitalization, length of stay, utilization of resources, and any potential denial of payment issues • Evaluates documentation regarding severity of illness and intensity of service for variation from regulatory agency standards; consults with physician advisor as necessary to resolve deviations; documents patient needs for continued hospitalization • *Typically requires a nursing degree and 3 years hospital experience.*

14.09 Utilization Review Coordinator - Non RN

Under general direction, using appropriate criteria, reviews chart documentation to justify patient care in order to meet agency reimbursement requirements and to justify admission, treatment and length of stay • Concurrently monitors patients to assure the appropriateness of admission, continued hospitalization, length of stay, utilization of resources, and any potential denial of payment issues • Evaluates documentation regarding severity of illness and intensity of service for variation from regulatory agency standards; consults with physician advisor as necessary to resolve deviations; documents patient needs for continued hospitalization • *Certified as a Registered Health Information Technician (RHIT) and 2 years of healthcare related experience preferred.*

14.12 Nurse Navigator - RN**

Accountable for the effective clinical care coordination of patients • Responsible for guiding patients through the healthcare system and providing support, education, and assistance in understanding their diagnosis, treatment options, and care plans • Collaborates with caregivers and providers to coordinate the patient's plan of care • Assists in scheduling appointments, coordinating diagnostic tests, and managing treatment plans • Educates patients on their medical conditions, treatment options, and potential side effects • Facilitates communication with healthcare providers and addresses patient concerns • Connects patients with relevant support services and assists patients in navigating the financial aspects of their care • Responsible for collecting, trending, and analyzing patients' outcomes data to be used in identifying best practices and targeting performance improvement efforts • *Typically requires a BSN, current RN license and 3-5 years of clinical experience in area of specialty required • May require further certification(s).*

14.13 Patient Navigator - Non-RN**

Creates optimal experience for patients and families, and is focused on the patient experience • Assists patients, families, and caregivers in overcoming barriers to care such as financial, transportation, housing, insurance coverage, medication co-pays, emotional support, cultural issues, and complex service needs • Participates in care coordination with other healthcare professionals, family, and community service providers to facilitate care for patients, and arrange supportive services as needed • *Typically requires 2 years of healthcare experience.*

15. ADMINISTRATION

15.01 Administrator on Duty / House Supervisor

Acts as the Administrator on Duty to make administrative decisions, provide direction and supervision with operational issues for all hospital departments • Facilitates patient flow and delivery of services, manages float pool on a 24 hour basis • *Typically requires a BSN, current RN license and 3-5 years management experience in a clinical setting.*

15.02 Patient Access Manager

Manages the activities of the admitting office • Supervises admission of inpatients and registration of outpatients and short stay surgery patients • Works with physicians and nurses to ensure efficient use of hospital beds • Supervises staff, prepares budgets and reports • Ensures that necessary insurance information and legal authorizations are obtained • *Typically requires an associate degree and 4-6 years of experience, including 2 years supervisory experience • May not be top level in larger organization.*

15.03 Patient Access Supervisor

Responsible for the daily operation of all registration areas • Recruits, trains, and supervises staff in pre-admission, inpatient, outpatient, emergency, insurance verification, financial counseling, reception, and cashiering • This is a first line exempt supervisor • *Associate degree preferred • Typically requires 2-4 years of experience in a healthcare setting.*

15.04 Biomedical Engineering Supervisor

Provides engineering review and guidance for all areas involving medical instrumentation, in-house services for calibration, repair, and safety of all medical instrumentation according to established guidelines • Typically requires a bachelor's degree in Engineering (M.S. or certification in Biomedical Engineering), and 4-5 years of experience • Typically supervises 4-10 employees.

15.05 Business Services Director

Provides direction to accounts receivable billing, charging, reimbursement, Medicare compliance and customer service • Ensures quality of billing systems and processes to include charges, claim submission, cash applications, and optimization of reimbursement • Manages department budget and resources to organizational priorities • *Typically requires a bachelor's degree in Finance or related field, or at least 5 years management experience in a hospital patient account department.*

15.06 Business Office Manager

Manages the activities of the patient accounting and collection functions • Establishes policies and procedures for patient billing, advance payments, collections, and third-party payments according to administrative and legal requirements • May also be responsible for the inpatient/outpatient admitting function • *Typically requires a degree and 3-5 years of experience.*

15.07 Business Office Supervisor

Oversees a Business Office function such as reimbursement, insurance, patient accounts, and managed care • Assists the Business Office Manager in developing departmental policies and procedures • Acts as resource to Clinical Staff regarding health insurance claims and maximizing reimbursement • Responsible for selection, training, and performance evaluations of department staff • *Typically requires 3 years of experience in medical office billing including 1 year as supervisor.*

15.08 Cardiac Services Manager

Responsible for oversight on all cardiovascular services with the hospital and its associated clinics to assure a positive perception to the community • Works closely with hospital administration and other staff as well as physicians to enhance the hospital's cardiovascular services • Top department level, over multiple services • *Typically requires a bachelor's degree in the health or business field and 5 years clinical or healthcare management experience.*

15.09 Chief Engineer / Director of Plant Operations

Directs the overall hospital operation of Plant Operations, maintenance, and construction • Responsible for the safe and efficient operation of institution service systems in conformity with fire, safety, sanitary, and medical requirements • May manage additional areas such as Biomedical and/ or Security Services • *Typically requires a B.S. or bachelor of engineering degree in appropriate field and a minimum 6 years of experience in plant operations; 2 of which must be in a supervisory capacity.*

15.10a Clinic Administrative Supervisor - Non RN

Provides supervision for daily operations of assigned outpatient clinic section (i.e. patient care team, front desk, records, ancillary services) • Ensures optimal daily patient flow and allocation of resources to meet demand for services with available staff • Addresses patient care or service problems as necessary • *This position typically requires an associate degree or equivalent plus 3 years increasingly responsible healthcare operations experience • Bachelor's degree in health sciences, business or related area • RN not required.*

15.10b Clinic Manager I

Directs the business, technical, and nursing support activities of a medical clinic • Works with clinic physicians to maintain and improve support services • Functional areas may include laboratory, pharmacy, radiology, physical therapy, dental care, and other specialty services • Supervises clinic staff, prepares budgets and reports • Responsible for space planning, maintenance, procurement of supplies, and contract services • *This is the top non-physician position, typically requiring a degree and 4-6 years of experience, including 3 years supervisory experience • May include clinics with fewer than 3 multi-specialty areas and/or 10 or fewer physicians/ARNPs/PAs.*

15.10c Clinic Manager II**

Directs the business, technical, and nursing support activities of a multi-specialty medical clinic • Works with clinic physicians to maintain and improve support services • Functional areas may include laboratory, pharmacy, radiology, physical therapy, dental care, and other specialty services • Supervises clinic staff, prepares budgets and reports. Responsible for space planning, maintenance, procurement of supplies, and contract services • *This is the top non-physician position, typically requiring a degree and 4-6 years experience, including 3 years supervisory experience • Typically includes clinics with more than 3 multi-specialty areas and/or 11-30 physicians/ARNPs/PAs.*

15.10d Clinic Manager III**

Directs the business, technical, and nursing support activities of a multi-specialty medical clinic • Works with clinic physicians to maintain and improve support services • Functional areas may include laboratory, pharmacy, radiology, physical therapy, dental care, and other specialty services • Supervises clinic staff, prepares budgets and reports • Responsible for space planning, maintenance, procurement of supplies, and contract services • *This is the top non-physician position, typically requiring a degree and 4-6 years experience, including 3 years supervisory experience • Typically includes clinics with multi-specialty areas and more than 30 physicians/ARNPs/PAs.*

15.11 Collection Supervisor**

Supervises collection employees and oversees and coordinates collection activities • Resolves complex collection issues, follows up on unresolved issues including insurance denials, and or patient complaints • Maintains quality customer service • Gathers and provides statistical information • Reviews all financial assistance applications • May represent the facility in court collection activities, assist in special collection accounts and arranging special payment plans • *This is a first line supervisor typically requiring 3-5 years of experience • Typically supervises 5-15 employees.*

15.13a Controller**

Responsible for the management and maintenance of general accounting systems to provide records of the assets, liabilities, and financial transactions of the organization • Provides financial reports • Maintains or oversees the maintenance of general and subsidiary ledgers of the company, financial statements, reconciliations and general tax reports • Develops and directs the operation of additional accounting systems and procedures to reduce costs and obtain improved information • *Typically requires a bachelor's degree in accounting or finance (CPA required), and 5-8 years of progressively responsible experience, including supervisory experience.*

15.13b Assistant Controller*

Assists the Controller in managing the organization's accounting operations, including the maintenance of general and subsidiary ledgers, preparation of financial statements, reconciliations, and tax reports • Supports the development and implementation of accounting systems and procedures to optimize financial reporting and internal controls • Supervises accounting staff, reviews work for accuracy, and ensures compliance with regulatory standards and organizational policies • May oversee specific functions such as accounts payable, accounts receivable, payroll, or special projects • *Typically requires a bachelor's degree in accounting or finance, CPA preferred, and 4-6 years of progressively responsible accounting experience, including supervisory duties.*

15.14a Revenue Cycle Director / Manager**

Oversees payor contracting, underpayment analysis, reimbursement audits, charge master maintenance and compliance, charge capture, pricing strategies, compliant document management program, compliant billing and related financial/business analysis, under the direction of the Chief Financial Officer • Facilitates effective relations with payors and providers related to managed care plans • Directs the strategy, analysis, reporting and negotiation of rates • *Typically requires a degree, and 7 years experience in related field.*

15.14b Finance Director**

Directs accounting, budgeting, insurance functions, and may direct purchasing and information systems • Prescribes financial reporting and controls • Designs and implements financial systems • Completes annual preparation, recommendation, and acceptance of budgets • May control purchase of material, equipment, supplies, and services, and manage company inventories • May direct information systems applications and operations • *This position typically requires a CPA and 8 or more years of experience* • Not intended for smaller organizations (i.e • less than 1,000 employees) • This is typically the 1st or 2nd level of this function within larger organizations (over 1,000 employees) • This position typically has subordinate managers.

15.14c Accounting Manager**

Manages an accounting function of the company, a division, or an operating unit • Prepares reports and statistics reflecting financial performance, profits, cash balances, or other financial results • May be responsible for one or more accounting systems such as accounts receivable, accounts payable, payroll, etc. • May manage a special accounting section to provide specialized accounting support or management information • Supervises professional and/or clerical accounting employees, through subordinate supervisors • *This position typically reports to the controller and requires a degree and 5-8 years experience or equivalent.*

15.14d Accounting Supervisor**

Supervises nonexempt employees in the accounting department • May specialize in a functional area such as accounts payable, accounts receivable or inventory • Communicates with other departments regarding interaction of activities and schedules • Implements and reviews operating procedures • *This is a first-line supervisory position typically requiring 5 years of accounting experience or a bachelor's degree plus 1 year of accounting experience.*

15.14e Payroll Manager**

Directs the preparation, documentation, and disbursement of payroll checks, taxes, and payroll deductions • Coordinates payroll systems development and maintenance • Develops payroll accounting controls and procedures • Maintains accurate reporting of federal, state, and related payroll taxes and payments • *This is the top payroll position, typically requiring 5-8 years of experience.*

15.14f Payroll Supervisor*

Supervises employees responsible for processing payroll, including the review of time records, calculation of pay, payroll deductions, and preparation and disbursement of payroll • Ensures the accuracy and timeliness of payroll processing in compliance with federal, state, and organizational policies • Prepares and reviews payroll-related reports, reconciles discrepancies, and assists with payroll audits and year-end processes • May participate in the design, modification, installation, and maintenance of payroll systems and procedures • Provides training, guidance, and performance feedback to payroll staff • Responds to complex payroll inquiries and resolves escalated issues • *Typically reports to the Payroll Manager or Accounting Manager • This is a first-line supervisory position, typically requiring 3-5 years of related payroll experience, including at least one year in a lead or supervisory capacity.*

15.15 Corporate Compliance Officer

Responsible for designing, implementing, and managing ongoing audit activities and educational programs to ensure proper reimbursement and compliance with all regulatory statutes • Typically requires 5 years of experience, training and education as a Certified Procedural Coder (CPC), Registered Health Information Technician (RHIT), Registered Health Information Administrator (RHIA), or the equivalent of a bachelor's degree in health or business or RN.

15.16 Diagnostic Imaging Director

Responsible for the administration, technical direction, and long range planning for the Diagnostic Imaging Department and other imaging services such as radiology, special procedures, ultrasound, angiography, nuclear medical, etc. • This is the top non-physician management position within imaging • *Typically oversees over 60 employees • Typically requires a degree and 4-6 years of experience.*

15.17 Diagnostic Imaging Manager

Manages several diagnostic imaging departments such as radiology, ultrasound, nuclear medicine, and computed tomography • Responsible for technical direction and overall operations • *Typically supervises 40-50 employees • Requires a degree, certification with ARRT, and 3-5 years of experience • Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or the mid-management level within larger organizations (over 1,000 employees).*

15.18 Diagnostic Imaging Supervisor

Supervises one or more diagnostic imaging services • Evaluates quality of radiographs, procedures, and services • Responsible for the selection, training, and performance for compliance with accreditation, legal, and other regulatory requirements • *Typically requires certification with the American Registry of Radiologic Technologists and 3 years of experience as a Radiology Technologist, including 1 year of supervisory experience.*

15.19 Breast Center Manager

Manages overall operations for screening and diagnostic mammography • Directs business, technical, and support activities • May be responsible for multi-site clinics • Typically supervises 15 – 25 staff • *Typically requires degree and 3-5 years of experience in an imaging modality.*

15.20 Employee Health Manager

Manages the programs, services and operations of the employee health programs • Responsible for the administration of ongoing health programs for employees and volunteers, and the provision of medical/health services for staff and volunteers • May work collaboratively with infection control and workers' compensation • Supervises employee health clinical and non-clinical staff • *Typically requires current state RN licensure and experience in outpatient and/or employee health or clinical experience.*

15.21 Environmental Services Director / Manager

Directs environmental services (typically housekeeping, linen, and grounds) to ensure that the medical center is maintained in a sanitary, attractive, and orderly condition to meet Joint Commission on Accreditation of Hospitals and state and local standards • Provides overall planning and procedures for space planning, maintenance, preventative maintenance, and quality control programs for housekeeping, linen, and grounds • Supervises staff and prepares budgets and reports • May evaluate and purchase required supplies and contract services • *The top level departmental position, typically requiring a bachelor's degree and 4-6 years of experience, including 2-3 years supervisory experience.*

15.22 Environmental Services / Housekeeping Supervisor

Maintains housekeeping standards including training and supervising staff • Inspects cleaning to ensure work meets established standards • Recommends repair work and reports unsafe conditions • Performs cleaning and supplying of offices and patient areas • *Typically requires 2-3 years of experience.*

15.23a Food Services Director

Plans, directs, and supervises all dietary and related food services functions • Develops, manages, and maintains diet and menu planning (both therapeutic and non-therapeutic) • Supervises the proper storage and preparation of food supplies and equipment and the maintenance of food service areas according to sanitation standards • Plans and monitors departmental budget • *Typically requires 4-6 years related experience* • *This position does not require an R.D. License* • *This is the top level food services position within larger organizations.*

15.23b Food Services Manager

Directs all dietary and related food services functions • Provides overall management of diet and menu planning (both therapeutic and non-therapeutic) • Ensures the proper storage and preparation of food supplies and equipment and the maintenance of food service areas according to sanitation standards • Procures or oversees procurement of food from vendors • *Typically requires 3-5 years related experience* • *This position does not require an R.D. License* • *Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or the mid-management level within larger organizations (over 1,000 employees).*

15.24 Food Services Supervisor

Supervises employees performing duties such as food preparation, production, and serving • Monitors use of food, labor, and supplies • *Typically requires an associate degree in food service management or related field, or a high school diploma and 4 years of experience including 1 year as Lead, Supervisor or equivalent* • *Typically supervises 15-30 employees.*

15.25 Foundation Director I

Plans, implements, and administers fund raising programs which generate revenue from individuals, corporations, foundations, organizations, special events, and marketing partnerships • Collaborates with the Foundation Board and organization management to establish plans, and evaluate effectiveness of plans • May oversee planned giving, annual giving, and major gifts programs, special events, donor relations and related research, and funds development • May report to Administrator/CEO or Associate Administrator • *Typically requires a bachelor's degree in a business, marketing, or community relations field, and a minimum of 5 years of experience as a development professional with proven success in managing a diversified fund raising program. Intended for organizations with annual fund raising programs* ***LESS THAN*** *$1 million.*

15.26 Foundation Director II

Plans, implements, and administers fund raising programs which generate revenue from individuals, corporations, foundations, organizations, special events, and marketing partnerships • Collaborates with the Foundation Board and organization management to establish plans, and evaluate effectiveness of plans • May oversee planned giving, annual giving, and major gifts programs, special events, donor relations and related research, and funds development • May report to Administrator/CEO or Associate Administrator • *Typically requires a bachelor's degree in a business, marketing, or community relations field, and a minimum of 5 years of experience as a development professional with proven success in managing a diversified fund raising program. Intended for organizations with annual fund raising programs* ***OVER*** *$1 million.*

15.27 Foundation Manager - Annual Giving

Plans, implements, and analyzes the results of annual campaigns, such as direct mail, personal solicitation, commemorative giving, telethons, or campaigns to physicians, Trustees, employees, and volunteers • Coordinates and manages all aspects of annual giving campaigns, including budgets, preparation of support materials, program promotion, and report generation • Manages processes through which gifts are received, recorded, acknowledged, and distributed • *Typically requires a bachelor's degree with a minimum of 2 years of experience in Fund Development.*

15.28a Foundation Specialist

Assists foundation activities by coordinating designated special events • Promotes the programs of foundation giving through graphics/communication projects and general support of foundation events and activities • *Typically requires at least 1 year work experience in special events and volunteer coordination with a bachelor's degree in Liberal Arts, Public Relations or Communications preferred.*

15.28b Grant Writer

Develops resources, researches funding sources, and writes proposals to support the grant writing and reporting activities of medical and specialty services • Negotiates and writes budgets for grant contracts • Monitors the expenditure of multiple grant sources assuring compliance with grant activity and reporting requirements • May participate in long range planning and quality assurance • *Typically requires a bachelor's degree and 3 years of experience.*

15.28c Major Gifts Officer

Senior level staff position primarily responsible for identifying, cultivating, and stewarding major donors • Procures gifts typically greater than $10,000 • Prepares proposals and conducts personal visitations and other high-level interactions with prospects • May organize events • *Requires a bachelor's degree and 5 years development experience.*

15.28d Prospect Researcher

Identifies and qualifies prospective donors, and provides strategic research support • Contributes to the maintenance and growth of comprehensive prospect management and prospect research best practices • Ensures that prospect data meets the needs of a campaign and frontline fundraisers for a steady stream of prospects and identification of growth opportunities • Analyzes and synthesizes intelligence that informs financial capacity and philanthropic tendencies as related to Foundation prospects • Duties include metrics accountability, strategy coordination with fundraisers, and management of prospects through the prospect/donor lifecycle • *Typically requires a bachelor's degree with a minimum of 2 years of experience.*

15.29a Human Resources Director (>1,000 Employees)

Develops and/or implements human resource policies and programs within the policy guidelines set by top management • Typically directs the following human resources functions: staffing, affirmative action, wage/salary and benefit administration, training and development, safety and health, and employee services • Directs the activities of professional Human Resource staff • *Typically requires a degree and 8-10 years of experience. Not intended for smaller organizations (i.e. less than 1,000 employees). This is typically the 1st or 2nd level of this function within larger organizations (over 1,000 employees). This position typically has subordinate managers.*

15.29b Human Resources Manager

Develops and/or implements human resource policies and programs within the policy guidelines formulated by top corporate human resource or general management • Typically directs the following human resources functions: staffing, affirmative action, wage/salary and benefit administration, training and development, safety and health, and employee services • Usually supervises the activities of professional and clerical Human Resource staff • *Typically requires a degree and 5-8 years of experience. Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or typically the 2nd or 3rd level within larger organizations (over 1,000 employees).*

15.30 Laboratory Director

Provides overall technical and administrative management such as policy development and budgeting for a clinical laboratory operation • Oversees activities of laboratory technical and ancillary staff • Functional areas may include microbiology, histology, pathology, and related support services • *Typically requires a master's degree in medical technology • This is the top level laboratory position within larger organizations, overseeing 25 or more employees.*

15.31 Laboratory Manager

Provides overall technical and administrative management such as policy development and budgeting for a clinical laboratory operation • Supervises and coordinates activities of laboratory technical and ancillary staff • Functional areas may include microbiology, histology, pathology, and related support services • *Typically requires a master's degree in medical technology, certification with the ASCP, and 4 years medical technologist experience to include 2 years in a lead capacity • May manage a unit within a large laboratory, or the entire laboratory within a smaller organization.*

15.32 Laboratory Assistant / Phlebotomy Supervisor

Supervises phlebotomist/lab assistants within a facility • Trains employees and monitors/evaluates staff performance • *Typically requires previous supervisory experience, may be a Medical Technologist or Medical Lab Technician* • *Typically supervises 6-25 employees.*

15.33 Laboratory Supervisor

Provides laboratory service and supervisory work directing the work of technical staff performing tests in the clinic laboratory • Responsible for the selection, training, and performance evaluation of department personnel • Monitors departmental performance for compliance with accreditation, legal and other regulatory requirements • *This is a first-line supervisor, typically requiring certification as a Medical Technologist (ASCP) and 3 years of experience as a medical technologist including 1 year of supervisory or lead experience.*

15.34 Maintenance Supervisor

Oversees management of physical facilities and related services including maintenance, electrical equipment, and grounds maintenance • Supervises department staff • Reports to Director of Facilities / Assistant Administrator • *Typically requires 3 years of experience in building / grounds maintenance management and 1 year experience in a healthcare setting preferred.*

15.35 Management Information Systems Director

Provides overall direction for MIS activities within the organization • Provides data processing services to all user departments • Establishes technical standards, methods, and priorities • Advises senior management on data processing plans, projects, and capabilities • Supervises all information systems staff • *Typically requires a B.S. degree in computer science with a minimum of 3 years of experience in a healthcare MIS department. Intended to be the top level of this function within smaller organizations (i.e. less than 1,000 employees), or typically the 2nd or 3rd level within larger organizations (over 1,000 employees). Do not match CIO here.*

15.36a Physician Liaison / Community

Supports the strategic marketing and service objectives of the organization • Responsible for promoting core and specialty services to the physician community • Provides support services in all functional areas of sales including the utilization of affiliate services, cultivating and strengthening referral activities by implementing and promoting professional services • Serves as a role model and resource within service lines and throughout the organization • *Typically requires a bachelor's degree and a minimum of 3 years of experience in direct sales and business development programs.*

15.36b Marketing and Public Relations Director

Develops, implements, and manages a coordinated approach to marketing and community and public relations • Responsible for planning, budgeting, program and practice development, advertising, and media relations that reflect current market research data • Assists directors in the identification and development of systems and service delivery improvements • Writes advertising, copy, and patient education brochures • *Typically requires a B.S. or B.A. degree in marketing, public relations, or program development, and a minimum of 3 years of experience in healthcare services, marketing, public relations, program development, advertising management, and media relations.*

15.37 Materials Management Director / Manager

Directs the management of support services including the acquisition, storage, processing and distribution of all materials • Oversees functional areas such as Dietary, Central Supplies, Stores, Purchasing, Central Print, Mail Services, and Pharmacy • Assures the development and maintenance of various materials systems for charging patient use items and supporting departmental operations • May negotiate with vendors on items having large financial impact on the institution • *Typically the top level Materials Management position requiring a degree and 3-5 years of experience.*

15.38 Materials Management Supervisor

Plans, organizes, and directs the purchasing, receiving, distribution and storage functions of facility • Conducts inventories and cost-benefit analyses in product / service selection • Responsible for the selection, training and performance evaluations of department staff • *Typically requires 3 years of experience of materials management including 1 year as supervisor in healthcare organization.*

15.40 Health Information Management (HIM) Director

Overall responsibility for direction of HIM and other related services, including electronic medical records • Oversees managers or supervisors of any or all of the above • *Typically requires RHIA certification with strong management background.*

15.41a Health Information Management (HIM) Supervisor

Manages daily operation of HIM department, including electronic medical records • Establishes systems and procedures for the distribution and use of medical records throughout the facility • Responsible for the selection, training, and performance evaluation of department personnel • *Typically requires 3 years of experience in medical records including 1 year as supervisor in a healthcare setting.*

15.41b Coding Supervisor

Supervises Coding Specialists and coding functions • Coordinates activities of the department with other departments and outside agencies • Serves as expert resource to other departments and services in the areas current coding, billing and regulatory guidelines • *Typically requires associate's degree, coding certification, and 3 years of experience* • *May require RHIA (Registered Health Information Administrator) or RHIT (Registered Health Information Technician) certification.*

15.42 Nursing Director

This is the number two nursing position in an acute medical setting • Coordinates administrative and/or clinical functions in nursing units, clinics, and treatment or diagnostic areas such as respiratory therapy, dialysis, and pulmonary function • Directs areas through subordinate managers • *Typically requires a current RN licensure, master's preferred, 3-5 years supervisory experience, and 3 years nursing experience.*

15.43 Associate Director - Patient Care Services

This is the top nursing position (typically not a VP level) • Directs and coordinates the activities of patient care divisions or departments (e.g., responsibilities include inpatient nursing units, surgical services, and may also include other areas such as Ambulatory Nursing, Imaging Services, Occupational, Physical or Respiratory Therapy) • Participates with the top management team in formulating, administering and evaluating organizational strategy and policy • Provides direction for Nursing Service management staff/department heads on the development and maintenance of division/department budgets • *Typically supervises 4-10 department heads and/or management staff • Typically requires a Master's degree in Nursing Administration and 5-8 years of experience.*

15.44 Nursing Department Manager / Supervisor - Clinic

Manages nursing services in a clinic setting • Directs the day-to-day activities of the nursing department • Works directly with physicians regarding their practice related to the nursing department • *Typically requires a BSN, 3-5 years supervisory experience, and 3 years nursing experience.*

15.45 Nursing Manager - Acute Care (Single Unit)

Manages nursing services on a 24-hour basis for an individual clinical unit, such as Labor and Delivery, Intensive Care, or a Medical Surgical Unit • Plans and supervises patient care, manages nursing and support personnel assuring that appropriate continuing education is maintained, and resolves emergency and problem situations • *Responsibility typically includes developing or contributing to annual operating budget and monitoring expenses within prescribed parameters • Typically requires a degree in nursing and 3-5 years combined clinical or supervisory experience.*

15.46 Nursing Manager - Acute Care (Multiple Units)

Manages nursing services on a 24-hour basis for a group of clinical services • Plans and supervises patient care, manages nursing and support personnel assuring that appropriate continuing education is maintained, and resolves emergency and problem situations • *Responsibility typically includes developing or contributing to annual operating budget and monitoring expenses within prescribed parameters • Typically requires a degree in nursing and 3-5 years combined clinical or supervisory experience.*

15.47 Nursing Shift Supervisor

Coordinates nursing functions of a unit on a particular shift • Ensures that quality patient care is provided on assigned shift according to policies and procedures and assists in monitoring the overall performance of nursing units and services • *Typically requires a degree and 2-4 years nursing experience including some supervisory responsibilities.*

15.49 Pharmacy Director

Directs all aspects of the pharmacy to ensure proper preparation and distribution of drugs • Directs overall staffing, proper inventory management, quality assurance, IV services, inpatient/outpatient services, and clinical collaboration with nursing and medical personnel regarding pharmaceutical utilization • May direct research activities, satellite pharmacies or additional functioning areas • *Typically requires current registration and pharmacist licensure, an advanced degree, and 4-6 years pharmacy experience plus supervisory experience • Typically supervises 25-40 employees.*

15.50 Pharmacy Manager

Directs pharmacy operations to ensure proper preparation and distribution of drugs • Monitors inventory levels and directs purchasing of drugs and supplies as needed • Provides consultation to medical staff and nursing personnel regarding pharmaceutical utilization • May direct research activities • *Typically requires an advanced degree, a state pharmacy license, and 4-6 years of experience.*

15.51 Planning and Business Development Director

Directs the long range and program planning functions of the organization • Develops feasibility studies for new programs and ventures • Prepares Certificate of Need applications and environmental impact statements for projects • Reports to the CEO or Associate Administrator • *Typically requires master's degree and 3-5 years healthcare planning experience.*

15.52a Rehabilitation Services Director

Oversees all operations of multiple Rehabilitation Services departments to include speech, occupational therapy, physical therapy, and sports medicine • Responsible for the financial management of departmental budget • *Typically requires a master's degree, and 4-6 years of related clinical experience • This is the top level rehabilitation services position within larger organizations.*

15.52b Rehabilitation Services Manager

Responsible for the administration of multiple Rehabilitation Services departments to include speech, occupational therapy, physical therapy, and sports medicine • Typically requires a master's degree, clinical experience, and 3-5 years supervisory experience • Typically supervises 15-30 employees.

15.53 Rehabilitation Services Supervisor

Directs the activities of the occupational therapy and/or physical therapy sections • Works with physicians, nurses, patients and their families to assess patients' occupational and/or physical therapy needs and to plan treatment programs to maximize patient performance within the limits of their disability • Supervises professional staff, aides, and students • Prepares departmental budgets and statistical reports • *Typically requires a degree, current registration with the American Occupational Therapy Association and/or a Registered Physical Therapist license, and 2-4 years combined clinical and supervisory experience.*

15.54a Respiratory Care Director

Provides guidance and control of the activities of the respiratory therapy section • Directs and controls the provision of diagnostic, treatment, and educational services for patients with respiratory disorders • Responsible for management of departmental budgets and reports, and maintains department records and statistics • *Typically requires RRT registration and 5-7 years of experience • This is the top level respiratory care position within larger organizations.*

15.54b Respiratory Care Manager

Directs the activities of the respiratory therapy section • Plans and directs provision of diagnostic, treatment, and educational services for patients with respiratory disorders • Supervises technical staff and students • Prepares departmental budgets and reports • Evaluates new equipment and procedures • *Typically requires RRT registration and 4-6 years of experience, including 2 years supervisory experience.*

15.55 Security Services Manager / Director

Directs hospital security services • Develops internal and external security plans for the hospital • Responsible for parking and transportation services • *Typically requires knowledge of the criminal justice system, law enforcement courses, or a B.A./B.S. degree, and a minimum of 3-5 years of experience in the security field with 2 years supervisory experience • Typically supervises 9-12 employees.*

15.56a Surgical Services Director*

Responsible for the overall administration, management, and strategic direction of surgical nursing and support functions • Oversees inpatient and outpatient surgery, anesthesia, and recovery room operations • Develops and implements policies and procedures to ensure the highest standards of patient care, regulatory compliance, and operational efficiency • Directs the scheduling of surgical procedures and staff, manages departmental budgets, and coordinates the effective utilization of personnel, equipment, and supplies • Collaborates with physicians, nursing, and ancillary departments to optimize clinical outcomes and patient experience • *Typically requires a master's degree in nursing or healthcare administration, current state RN licensure, and 5-7 years progressive management experience.*

15.56b Surgical Services Manager**

Manages surgical nursing and support functions • Provides for the orientation of specially trained nursing and technical personnel and monitors their performance • Directs the scheduling of patients for surgery and assistance to physicians in preparation and performance of patient surgery • Assures the effective utilization of personnel, equipment, and supplies • In addition to in-patient operating room functions, may be responsible for anesthesia, outpatient surgery, and recovery room services • *Typically requires a master's degree in nursing or equivalent and 3-5 years of experience.*

15.57 Transcription Supervisor

Schedules, assigns, and supervises work of the transcription department • Ensures that physician dictations are completed in a timely manner • Responsible for the selection, training, and performance evaluations of department personnel • *Typically requires graduation from a technical school of medical transcription program or equivalent program, and 3 years of experience as a transcriptionist including 1 year as supervisor.*

15.58 Volunteers Director

Responsible for recruiting, training, directing, and coordinating the activities of volunteers • Coordinates with agency programs and schools in the use of volunteers • Engages in fund raising activities on behalf of the auxiliary and hospital • May be responsible for the gift shop • *Typically requires a bachelor's degree plus 2-5 years of experience in volunteer services • Typically supervises 1-3 employees; average number of volunteers supervised is 150 plus.*

15.59 Volunteer Coordinator

Responsible for coordinating daily operations of volunteer programs • Provides initial screening, orientation, and training of volunteers • Oversees daily schedules, volunteer assignments, and special projects • Develops and maintains service descriptions • *Typically requires 1-2 years of experience in volunteer management.*

15.61 Sleep Disorder Center Manager

Oversees the daily functions of the Sleep Center • Ensures high quality, cost effective patient care is provided during Sleep Center procedures • Responsible for the successful operation of the Sleep Center, which may include financial management and marketing • *Typically requires a bachelor's degree in business or healthcare related field, registration by the Board of Polysomnographic Technologists, 3+ years of experience as a Sleep Tech, and 2+ years progressive supervisory and management experience.*

15.62a Service Line Director (>$5 Million)

Leads growth, development and operational effectiveness of a comprehensive service line, e.g., oncology, cardiac, women's, orthopedics • Develops and implements program plans, goals and targets to grow and enhance the service line • Leads multidisciplinary teams to develop and implement protocols, policies and procedures, cost reduction efforts, marketing campaigns and outreach efforts, quality outcomes tracking and reporting, and patient experience initiatives in order to achieve growth goals, financial targets, quality outcome goals, and high patient, employee and physician satisfaction • *Management level position, broad in scope • Typically requires a master's degree, plus 5 years management experience*. *Intended for service lines **OVER** $5 million.*

15.62b Service Line Director (<$5 Million)

Leads growth, development and operational effectiveness of a comprehensive service line, e.g., oncology, cardiac, women's, orthopedics • Develops and implements program plans, goals and targets to grow and enhance the service line • Leads multidisciplinary teams to develop and implement protocols, policies and procedures, cost reduction efforts, marketing campaigns and outreach efforts, quality outcomes tracking and reporting, and patient experience initiatives in order to achieve growth goals, financial targets, quality outcome goals, and high patient, employee and physician satisfaction • *Management level position, broad in scope • Typically requires a master's degree, plus 5 years management experience*. *Intended for service lines **LESS THAN** $5 million.*

15.63 Substance Use Disorder Program Manager*

Responsible for overseeing the management of the chemical dependency program • Ensures continuity of care for patients and collaboration between all chemical dependency related services • Provides individual and group supervision of other chemical dependency professionals • Ensures that standards are met, and the program's services and documentation comply with regulations • Integrates changes to policies, procedures and practices as applicable • *Typically requires a master's degree in social work, psychology or related field, and 3-5 years professional experience.*

15.65 Process Improvement / Lean Facilitator

Consults with management throughout the organization on the continuous quality improvement process, organization effectiveness, and the management of change • Identifies critical issues and facilitates the design and implementation of organization-wide programs and systems • Serves as facilitator or member of quality action teams and other organizational efforts using Lean principles / methodologies • *Typically requires a bachelor's degree in social science, business or related field and experience in implementing continuous quality improvement.*

15.71 Medical Staff Services Manager

Responsible for supervisory and administrative work in directing and coordinating the Medical Staff Services Department • Responsible for the coordination of all operational aspects of the department, including organizing and conducting programs and establishing procedures for medical staff functions • Updates and maintains systems (physician privileges, medical staff roster, Medical Staff Bylaws, etc.) • Evaluates effectiveness of all Medical Staff department programs, analyzes trends and implements changes as required • Assures continued accreditation with regulatory organizations • *Typically requires a bachelor's degree and 3 years of experience with medical staff credentialing.*

15.73a Quality Assurance Director

Functions as an information coordinator for the hospital-wide quality assurance program • Directs development of monitors, including generic screens, to assess the quality of care provided to patients • Supports the overall quality assurance reporting system to assure that information is being channeled to appropriate oversight committees • Provides consultation to healthcare providers as needed to facilitate problem-focused studies of patient care, which may include advice and support for clinical/legal implications of quality issues • May include Risk Management responsibilities • *Typically requires an RN or RHIA with strong information management background, a working knowledge of quality assurance, and demonstrated ability to work collaboratively with other hospital healthcare providers • Typically supervises 4-8 employees.*

15.73b Quality Manager

Identifies, integrates, and manages process improvement methodologies to facilitate and influence sustainable performance improvements • Oversees complex analysis of data for use in data driven improvements • Acts as liaison regarding performance improvement initiatives and activities among stakeholders at all levels of the organization • Works collaboratively with risk management to investigate significant and seminal events and coordinate the root cause analysis process • Provides oversight for department staff and ensures accurate reporting of quality outcomes to appropriate registry as required • *Typically requires a bachelor's degree, licensure or certification in a recognized health discipline, and 5 years of experience.*

15.75 Care Management Director

Organizational leader of the Care Management program • Responsible for the coordination of all services and resources related to the program • Acts as the liaison within the organization for issues related to the Care Management program • Ensures that the program provides services in support of organizational goals and patient care initiatives • *Typically requires a Master's degree in Nursing, Social Work or a closely related field, current licensure as an RN or Licensed Independent Clinical Social Worker (LICSW), 3 years of clinical experience with 5 years in management or leadership experience in care management functions.*

15.78 Telehealth Program Director

Provides strategic leadership with influential decisions in the development and directing of implementation of strategic goals for the overall operation of telehealth programs and services • May have direct accountability of implementing guidelines for digital health tools deployed throughout the organization • May require a Master's degree in Business Administration or related healthcare field • *Typically requires a degree and 7 years' experience (with leadership background OR progressive leadership roles) in a healthcare/related field.*

15.79 Telehealth Program Manager

Plans, organizes, and manages the overall operation of telehealth programs and services • May be responsible for the coordination and implementation of guidelines for digital health tools deployed throughout the organization • *Typically requires a degree and 5 years' experience in a healthcare/related field.*

15.83 Research Coordinator**

Coordinates, compiles, and maintains data relating to clinical trials, research protocols, or other research activities in support of federal, commercial, or privately funded research • Responsibilities may include participant scheduling, regulatory documentation, data entry, query resolution, and supporting audits • Works in compliance with Good Clinical Practice (GCP), HIPAA, and all applicable regulations • *Typically requires an Associate's or Bachelor's degree in a science, healthcare, or related field (High school diploma with substantial relevant experience may be considered), and a minimum of 1 year experience in a clinical research or healthcare setting.*

15.85 Research Regulatory Coordinator**

Responsible for the regulatory management of industry-sponsored, federally sponsored, or investigator-initiated research studies throughout all study phases (startup, conduct, and closeout) • Ensures research activities comply with Good Clinical Practice (GCP), federal, state, and institutional regulations, and IRB requirements • Prepares, submits, tracks, and maintains all regulatory documents and correspondence required by IRBs, the FDA, sponsors, and other oversight bodies, including initial submissions, amendments, continuing reviews, and safety reports • Drafts, reviews, and maintains regulatory binders, participant-facing documents, and study logs • Coordinates responses to regulatory queries and supports audit and monitoring visits • Performs internal audits and quality assurance checks on regulatory files and ensures timely reporting of protocol deviations and unanticipated problems • *Typically requires a Bachelor's degree in a health-related discipline and a minimum of 3 years of relevant regulatory experience in clinical research.*

16. EDUCATION / TRAINING

16.01 Nursing Education Manager

Responsible for planning, organizing, developing, teaching and evaluating all inservice and education programs for the nursing service • Typically requires a current RN licensure, BSN preferred and 2-5 years nursing experience plus some supervisory and/or educational experience preferred • Typically supervises 3-4 employees.

16.02 Clinical Nurse Educator

Responsible for the development and delivery of nursing education in specialty areas from basic to advanced practice levels • Evaluates academic performance and clinical competency of staff • Collaborates/leads policy and procedure development • *Typically requires a BSN, RN licensure, extensive clinical experience and expertise in specialty nursing area • Specialty certification required and/or ACLS/NRP provider and instructor required • Adult education competency required.*

16.03 Health Educator - Non RN

Assesses, plans, designs, implements and evaluates health education programs, services, and classes for patients and families, community families and/or providers • Develops, coordinates, and disseminates educational resources and materials • Provides health education outreach and consultation • *Typically requires a bachelor's degree in Health Education, Public Health or related field, and at least 3 years of experience in the planning, implementation, and evaluation of health education programs.*

16.04 Community / Patient Education Coordinator

Plans, organizes, and coordinates facility education programs to facilitate health maintenance and health promotion ● Identifies health education needs and internal and external resources ● Integrates education with other facility functions ● Develops and manages patient education budget, monitors program costs, and evaluates effectiveness ● *Typically requires a bachelor's degree, in health-related education and 2-4 years clinical experience.*

16.05 Childbirth Educator

Provides education to patients on preparing for labor and delivery ● May assist in the development of course agenda ● Education takes place in a group setting (12 - 15 couples) ● *Requires experience in a labor and delivery setting.*

16.06 Diabetic Patient Educator

Assesses, educates, counsels, and organizes for the care of the diabetic patient through the course of their illness ● Delivers comprehensive care using the nursing process; collects subjective and objective data, makes nursing assessments and intervenes on behalf of the diabetic patient ● *Typically requires current RN licensure and 2 years of diabetic teaching experience.*

16.07 Medical Physicist / Radiation Safety Officer

Oversees and directs all aspects of radiation safety, education and quality ● Supports key radiation and MRI safety program areas, including: radioactive materials license standards; radiation safety education and training; calibration of radiation detecting equipment; calculation of radiation doses and exposures; calculation of radiation shielding for construction projects; dosimeter program and exposure calculations; regulatory review, response, and compliance ● Serves as an expert resource for radiation safety and diagnostic medical (imaging) physics ● Provides education and training in medical physics for physicians, nurses, medical technical assistants and technical staff ● *Typically requires an advanced degree, with a minimum of 2 years of experience in medical physics.*