

# NWRPCA 2024 Biennial Region 10 Health Center Salary, Benefits, Turnover, and Vacancy Survey Tool Instructions

Please refer to these instructions before starting, and while working on, the **2024 Biennial Region 10 Health Center Salary, Benefits, Turnover, and Vacancy Survey Tool**. Contact the NWRPCA Salary Survey Team at [BIX@nwrpca.org](mailto:BIX@nwrpca.org) with any questions you may have.

Thank you for your participation!

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## A. INSTRUCTIONS FOR COMPLETING THE CONTACT/ORGANIZATIONAL INFORMATION (TAB 1)

The Contact and Organizational Information section of this survey, found on **TAB 1** (entitled **1-SurveyTool-ContactOrgInfo**), asks for contact information for the person (or persons) completing this survey at each health center, the date that the survey was completed, and a short list of questions about your organization.

**NOTE: All information requested in Tab 1 is REQUIRED.**

### SURVEY CONTACT INFORMATION (REQUIRED)

Please provide your health center’s name (column A) along with the names, titles, email addresses, and phone numbers of the people completing the survey (columns B-E). Enter the date the survey was completed in column F.

### ORGANIZATIONAL INFORMATION INSTRUCTIONS (REQUIRED)

Please provide information about your organization based on the actual day that you are completing the survey.

**#1 – 2024 Projected/Budgeted Total Expenses:** In the case that your health center is part of a larger public or private entity, please report the projected/budgeted total expenses for the health center only.

**#2 – Total Sites:** Include ALL administrative and service sites (including permanent and mobile sites) where your staff members work.

**#3 – Site Locations:** Total sum of sites MUST equal total sites listed in #2.

- **NOTE:** Please use the following definitions:
  - **Urban** – an area encompassing a population of at least 50,000 people
  - **Rural** – an area of less than 50,000 people but more than six people per square mile
  - **Frontier** – an area encompassing a population of six or fewer people per square mile

## **B. INSTRUCTIONS FOR COMPLETING THE SALARY/BENEFITS DATA SURVEY TOOL (TAB 2a)**

The Salary and Benefits Information section of this survey, found on **TAB 2a** (entitled **2a-SurveyTool-SalaryBenefits**), collects salary and benefits dollar amount information about each and every employee in your health center by position title. **TAB 2b** (entitled **2b-SalaryBenefits-TitleJDs**) lists all position titles and provides job description summaries to support accurate reporting in TAB 2a.

***In the case that your health center is part of a larger public or private entity, please report on the employees for the health center only. Please provide information based on the actual day that you are completing the survey (see more details below).***

***For confidentiality reasons, please DO NOT provide any individual names or other identifying details. NOTE: In TAB 2a, columns A, B, and C as well as row 4 are hidden for CHAMPS administrative purposes.***

**Column D – Position Titles:** The position titles portion of the survey utilizes drop-down lists, beginning in row 15, containing Administrative and Clinical Positions. These commonly accepted titles are listed alphabetically within the drop-downs.

- Select the appropriate title from the drop-down menus found in Column D (green-highlighted cells; once a cell is selected, the drop-down arrow will appear to the right of the cell). Note that you can also begin typing the title (e.g., "physician") to see related choices (e.g., "Physician – Geriatrician").
- Use the **Administrative Positions** to list employees typically without clinical responsibilities.
- Use the **Clinical Positions** to list employees with clinical responsibilities.
- A **complete list of all available titles** can be found within the drop-down menus, within TAB 2b (Job Description Summaries for all position titles), or within section **G. SUMMARY JOB DESCRIPTIONS** of this instructions document (page 10).
- **Refer to the position title Job Description Summaries** found in TAB 2b and/or section **G. SUMMARY JOB DESCRIPTIONS** of this instructions document (page 10) to ensure you are categorizing your employees correctly (e.g., a staff member with a title of "Coordinator" at your organization may need to be reported under a "Manager" position due to that employee's responsibilities).
- **ADDITIONAL DATA ENTRY NOTES:**
  - Once you have selected a title from the drop-down, you can copy and paste and/or click and drag to utilize that same title in multiple rows (to facilitate reporting many employees under the same title).
  - If you have selected the wrong title, either delete it or select a new option from the drop-down menu.
  - If you have a position title that is not listed, use the commonly accepted title or list the position under the available "Other" titles.
    - Please do not change the existing position titles.
  - Please list only ONE employee per line (maximum of 1.0 FTE); see Column G below for more details about calculating the appropriate FTE.
  - Once you select a title in Column D, instructions for additional requested information will appear in Column E; for some position titles, you will need to enter additional details in Column F (see below for more details).
  - Note that, for your data entry review purposes, row 13 will indicate how many total Administrative and Clinical titles have been selected (see row 13, Columns I-L).

**Column E – Additional Requested Information:** Once you have selected a Position Title in Column D, instructions for additional requested information will appear in Column E, detailing what information should be entered in Column F (see below).

**Column F – Position Notes (if requested, employee position type, title, and/or credentials):** If requested in Column E, please provide details about the reported employee in Column F. These may include the employee's position type, exact title, and/or educational credentials (e.g., RN, LCSW, MD, DO, etc.).

- Please do not use acronyms for position type/title.
- If Column E indicates that no additional information is needed, you can leave Column F blank.

**Column G – Annual FTE:** Please list the **actual annual** Full Time Equivalent (FTE) for each individual.

- For example, a full-time, 40 hour/week staff person is a 1.0 FTE, while a part-time 20 hour/week staff person is a 0.5 FTE.

**B. Instructions for Completing the Salary/Benefits Data Survey Tool (Tab 2a), continued**  
**Column G – Annual FTE, continued**

- Each entry should be calculated to equal the **annual** FTE equivalent; for example, an employee that has worked six eight-hour shifts in the past two months should be calculated as:  
 $6 \times 8 = 48$  (hours worked in two months)  
 $48 \times 6 = 288$  (hours extrapolated for one year)  
 $288 / 2080 = 0.138$  (FTE calculated based on 2080 hours per year at full-time)
- The maximum FTE listed should be 1.0; if you have more than one employee for any position, please list each employee on a separate line.
- If you have an employee that performs tasks based on different position titles, please split their FTE, salary, and benefits accordingly (e.g., for an employee that spends 40% of their time on transcription, and 60% of their time on reception duties, please list 0.4 FTE under Transcriptionist with 40% of that person's annual salary and benefits, and 0.6 FTE under Receptionist with 60% of that person's annual salary and benefits).
- Note that, for your data entry review purposes, rows 13 and 14 will indicate the count of individual employees and the sum of the FTEs you have reported, based on your entries in Column G (see rows 13 and 14, Columns F-G).

**Column H – Current Annual BASE SALARY:** Please enter the **annual base pay** paid to each individual, to correspond with the FTE provided in Column G.

- Each entry should be calculated to equal the **annual** base pay; for example, an employee that has been paid a base of \$13.50 per hour for six eight-hour shifts in the past two months should be calculated as:  
 $\$13.50 \times 6 \times 8 = \$648$  (earnings for the two-month period)  
 $\$648 \times 6 = \$3,888$  (earnings extrapolated for one year)
- Do NOT include bonuses, incentive payments, differential pay, overtime pay, etc. (these are included in Column I - Current Annual ADDITIONAL PAY); also, do NOT include items such as parking reimbursement, continuing education pay, dues and licensure payments, relocation costs, etc.

**Column I – Current Annual ADDITIONAL PAY:** Please enter the annual amount of bonuses, incentives, differentials, and/or overtime paid to each individual over the past 12 months.

- Add details about the types of Additional Pay included (e.g., "\$500 retention bonus for 10 years of work plus \$1,000 differential for on-call duties") in column N to the right of each entry; this is required if you are reporting Additional Pay in Column I.
- Examples of Additional Pay may include but are not limited to:
  - Bonuses for new hire, retention (monetary increase or lump sum for a certain length of employment), Relative Value Unit (RVU) production, quality-based production, etc.
  - Differential increases for on-call, delivery, bilingual, productivity, procedure ability (c-section, colonoscopy, etc.), isolation, hazard pay, etc.
- **Do NOT include items such as parking reimbursement, continuing education pay, dues and licensure payments, relocation costs, etc.**
- Do NOT include any cash-in-lieu payments related to benefits programs (e.g., an employee who declines health insurance may be eligible for an annual lump-sum cash-in-lieu payment); instead, include these payments in the "Current Annual BENEFITS" information (Column K).
- If your organization does not utilize these additional pay categories (or is unable to track them), you may leave this column blank.

**Column J – Current Annual TOTAL PAY:** This amount, the annual base pay PLUS annual additional pay (e.g., bonuses, incentives, differentials, overtime, etc.) paid to each individual, will auto-calculate based on what has been entered in Column H (Current Annual BASE SALARY) and Column I (Current Annual ADDITIONAL PAY).

- Please utilize this information to **verify** what you have entered in Columns H and I.

**Column K – Current Annual BENEFITS:** Please list the dollar amount that only the employer contributes to benefits annually. Include **ONLY employer contributions to health, dental, vision, life, and disability insurance, and retirement/pension plans** (including any cash-in-lieu payments for employees declining participation in these plans). If the employer does not make any contributions to these benefits for an employee, enter "zero" in this cell.

- Each entry should be calculated to equal the **annual** benefits; see similar note for Column H (Current Annual BASE SALARY).
- Please do NOT include items such as parking reimbursement, continuing education pay, dues and licensure payments, relocation costs, vacation/sick/PTO pay, etc.

## ***B. Instructions for Completing the Salary/Benefits Data Survey Tool (Tab 2a), continued***

**Column L – Date of Hire:** Please provide the date each employee was hired by the organization (NOT the date they may have been promoted/hired into their current position); provide this date of hire information (mm/dd/yy) for **ALL employees**. If an employee has worked for your organization more than once (e.g., worked at your organization, left employment for some amount of time, and was later re-hired by your organization), please use the hire date for the most recent length of employment.

- The date of hire **MUST** be the same as, or before, the survey's "date of completion" as indicated on Tab 1 under "SURVEY CONTACT INFORMATION."

**Column M – Member of Executive Team:** Please check this column (press any key and hit enter) if the employee is considered a member of your organization's Executive Team, typically top-level administrative and clinical employees that are involved in strategic decision making about the day-to-day operations of your organization. These positions are typically exempt and typically have supervisory responsibilities.

**Column N – List Additional Pay:** Please provide details about the types of bonuses, incentives, differentials, overtime, etc. included in the dollar amount of additional pay indicated in Column I (Current Annual ADDITIONAL PAY). Only complete this cell if you are reporting Additional Pay for the employee in Column I. If you are reporting Additional Pay for the employee in Column I, this information is required.

- If the dollar amount reported in Column I represents multiple types of additional pay, include details about the dollar amount for each type (e.g., "\$500 retention bonus for 10 years of work plus \$1,000 differential for on-call duties").
- Please do NOT include items such as parking reimbursement, continuing education pay, dues and licensure payments, relocation costs, vacation/sick/PTO pay, etc.

**Reminder: TAB 2b (2b-SalaryBenefits-TitleJDs)** contains a complete list of all position titles along with Job Description Summaries for each, to ensure you are selecting the most appropriate commonly accepted titles for your employees. You will not enter any data into TAB 2b.

## **C. INSTRUCTIONS FOR COMPLETING THE EXPANDED BENEFITS SURVEY TOOL (TAB 3)**

The Expanded Benefits Information section of this survey, found on **TAB 3** (entitled **3-SurveyTool-ExpandedBenefits**), asks for details about the benefits programs offered by your health center. Please provide information based on policies in place when you are completing the survey.

**NOTE: Please report information only for employees that are eligible to receive the type of benefit under consideration (for example, in the health insurance section, do not include part-time employees that do not meet your organization's FTE eligibility threshold for health insurance benefits).**

**FTE Threshold/Requirement to Qualify for Benefits:** In row 5, please indicate your health center's FTE threshold/requirement for employees to qualify for benefits.

**Part 1 – Health, Dental, Life, Disability, and Retirement:** In rows 10-24, please provide information about your organization's benefits relating to health insurance, dental insurance, life insurance, disability insurance, and retirement plan by checking the appropriate box (press any key and hit enter) and providing additional details.

- If your health center does NOT offer employees access to a plan for any employees, check column B.
- If your health center DOES offer employees access to Insurance (rows 10-11 and 15-18), indicate your organization's level of cost sharing for each group of employees (see page 6 for staff type definitions).
  - **FULL** = Health Center covers FULL cost of the benefit.
  - **PARTIAL** = Health Center covers PART of the cost of the benefit.
  - **NONE** = Health Center covers NO cost of the benefit.
- If your health center DOES offer access to health insurance plan(s) with **PARTIAL** coverage of the cost of the benefits, indicate the percentage of premium shared by the organization for employees, spouses, and other dependents in the text boxes in rows 12-14 (e.g., CHC covers 90% of premium for employee only, CHC covers 73%-82% of dependent spouse coverage based on salary tiers, CHC covers 75% for other dependents, etc.).
- In row 20, indicate if your health center does or does not provide retirement or pension plan for employees.

### **C. Instructions for Completing the Expanded Benefits Survey Tool (Tab 3), continued**

#### **Part 1 – Health, Dental, Life, Disability, and Retirement, continued**

- If yes, use the text boxes in rows 21-24 to describe the major components of the retirement/pension plan:
  - **Type** = Type of offered retirement/pension plan (e.g., Individual Retirement Account (IRA), Pension, 401(a), 401(k), 403(b), Public Employee Retirement System (PERS), etc.)
  - **Eligibility** = Time frame for employee participation in the plan and health center contributions (e.g., employee eligible to contribute on hire, employee eligible to contribute after 1,000 hours of service, health center contribution after one year of service, etc.)
  - **Health Center Contributions** = Type and percentage of health center contributions to employee accounts (e.g., none, 4% of employee annual wage regardless of employee contribution, match employee contribution up to 3% of annual salary, etc.)
  - **Vesting Schedule** = The structure for when employees have access to health center contributions to their account (e.g., 100% vested immediately upon participation, vested 20% per year of employment – five years to full vesting, etc.)

**Part 2 – Time Off:** Please provide information about your organization's allowed time off **based on your policy for each benefit**, providing a minimum and maximum number of hours per year allowed for vacation leave, sick leave, personal leave, and Paid Time Off (PTO) Bank in rows 28-31, number of paid holidays (not including floating holidays) and paid floating holidays allowed per year in rows 33-34, and details about other types of leave provided in row 35. See below for staff type definitions.

- If your health center does NOT offer a type of time off, check column B.
- If your health center DOES offer a type of time off, indicate the hours/holidays accrued per year based on your policy for the benefit (see below for staff type definitions).
  - **MIN** = The minimum number of hours/holidays per year accrued by eligible members of the staff type for the time off indicated.
  - **MAX** = The maximum number of hours/holidays per year accrued by eligible members of the staff type for the time off indicated.
- For the other types of leave indicated in row 35 (e.g., parental/adoption leave, bereavement leave, mental health leave, emergency leave, jury duty, etc.), provide additional details (e.g., type of leave, if the leave is paid or unpaid, the amount of each type of leave allowed annually, etc.).

**Part 3 – Additional Benefits:** First, use rows 39-46 to indicate whether your organization provides monetary contribution toward selected additional benefits.

- If your health center does NOT offer monetary contributions to any staff members for a type of benefit, check column B.
- If your health center DOES offer monetary contribution to one or more staff types for a type of benefit, check the "Yes" or "No" box for each staff type (press any key and hit enter within the appropriate cell).
- If "Yes" for any additional benefit, provide the average dollar amount allowed for employees within that staff type per year based on your policy for that benefit. See below for staff type definitions.
  - **AVG Example** = If your "Dental Provider/Advanced Practice Provider Staff" group consists of Dentists and Dental Hygienists, and Dentists are allowed \$1,000 for continuing education annually, and Dental Hygienists are allowed \$500 for continuing education annually, add \$1,000 plus \$500 and divide by 2 to determine the average for this benefit.

In row 48, indicate the minimum and maximum number of hours per year allowed for continuing professional education for each staff type. If your health center does NOT allow any hours per year for any staff members, check column B.

In row 49, enter details about any additional benefits offered in the text box provided.

### ***C. Instructions for Completing the Expanded Benefits Survey Tool (Tab 3), continued***

#### **Expanded Benefits Staff Type Definitions:**

- **Medical Provider/Advanced Practice Provider Staff:** Typically Doctorate- and Master's-prepared medical providers; Family Practitioners, General Practitioners, Internists, OB/GYNs, Pediatricians, Pharmacists, Other Specialists, Certified Nurse Midwives, Nurse Practitioners, Physician Assistants, Other Medical Providers/Advanced Practice Providers; typically Exempt
- **Dental Provider/Advanced Practice Provider Staff:** Typically Doctorate- and Master's-prepared dental providers; Dentists, Dental Therapists; also include Dental Hygienists; typically Exempt
- **Behavioral/Mental Health Provider/Advanced Practice Provider Staff:** Typically Doctorate- and Master's-prepared behavioral and mental health providers; Psychiatrists, Psychologists (PhD, PsyD, EdD), Licensed Clinical Social Workers, Licensed Professional Counselors (includes Clinical), Masters in Social Work, Marriage and Family Therapists, Master's-Level Addiction Counselors, Other Behavioral/Mental Health Providers/Advanced Practice Providers; typically Exempt
- **Clinical Support Staff:** Typically staff with a level of educational attainment at the Bachelor's-level or lower; Addiction Counselors, Case Managers, Dental Assistants, Dental Technicians, Education Specialists, Laboratory Personnel, Registered Nurses, Nurse Assistants, Nutritionists/Dieticians, Outreach Workers, Pharmacy Technicians, X-Ray Personnel, Ultrasound Technicians, Other Enabling Services Personnel, Other Medical/Dental/Behavioral/Mental Health Support Personnel, etc.; typically Non-Exempt
- **Administrative Support Staff:** Billing Personnel, Eligibility Personnel, Facility Staff, Front Desk Personnel, Intake Staff, Medical Records Staff, Registration Personnel, etc.; typically Non-Exempt
- **Administrative Leadership/Management/Supervisory Staff:** Executives, Directors, Managers, Supervisors focusing on Administrative activities/programs within the health center (e.g., CEO, CFO, Operations Director, Human Resources Manager, Billing Supervisor, etc.); typically Exempt
- **Non-Exempt Staff:** Employees eligible for overtime payments for time worked in excess of 40 hours in a workweek
- **Exempt Staff:** Employees exempt from overtime requirements

### **D. INSTRUCTIONS FOR COMPLETING THE TURNOVER SURVEY TOOL (TAB 4)**

The Turnover Information section of this survey, found on **TAB 4** (entitled **4-SurveyTool-Turnover**), asks for your organization's **calendar year 2023** turnover data for **full-time and part-time permanent employees (excluding temporary workers and contractors)**.

**NOTE: Column A and row 4 are hidden for CHAMPS administrative purposes.**

#### **Follow the steps below when completing the turnover section of the survey.**

- **STEP ONE:** Review the definitions below.
- **STEP TWO:** Enter **calendar year 2023** turnover data for your health center in the fourth tab of the spreadsheet. Please complete the survey in the electronic format provided.
  - Note that the spreadsheet is designed to compute figures in the gray cells for you, based on your other entries (e.g., Total # of Separations in Column E, Total Turnover Rates in Column G, and the figures for Clinical Provider Staff in row 12, Clinical Advanced Practice Provider Staff in row 16, Clinical Support Staff in row 21, and All Staff in row 22).

#### **Turnover Survey Definitions:**

- **Administrative Leadership/Management/Supervisory Staff:** Executives, Directors, Managers, Supervisors focusing on Administrative activities/programs within the health center (e.g., CEO, CFO, Operations Director, Human Resources Manager, Billing Supervisor, etc.); typically Exempt
- **Administrative Support Staff:** Billing Personnel, Eligibility Personnel, Facility Staff, Front Desk Personnel, Intake Staff, Medical Records Staff, Registration Personnel, etc.; typically Non-Exempt

***D. Instructions for Completing the Turnover Survey Tool (Tab 4), continued***  
***Turnover Survey Definitions, continued***

- **Clinical Leadership/Management/Supervisory Staff:** Executives, Directors, Managers, Supervisors for Clinical activities/programs within the health center (e.g., CMO, Clinic Director, Nurse Manager, MA Supervisor, etc.); typically hold clinical credentials; typically Exempt
- **Clinical Provider Staff – Doctorate-prepared providers;** typically Exempt; reported under the following categories:
  - **Medical Provider Staff:** Family Practitioners, General Practitioners, Internists, OB/GYNs, Pediatricians, Pharmacists (including RPh), Other Specialists
  - **Dental Provider Staff:** Dentists
  - **Behavioral/Mental Health Provider Staff:** Psychiatrists, Psychologists (Phd, PsyD, EdD)
- **Clinical Advanced Practice Provider Staff – Typically Master's-prepared providers;** typically Exempt; reported under the following categories:
  - **Medical Advanced Practice Provider Staff:** Certified Nurse Midwives (CNMs), Nurse Practitioners (NPs, not including Psychiatric), Physician Assistants (PAs)
  - **Dental Advanced Practice Provider Staff:** Dental Hygienists, Dental Therapists
  - **Behavioral/Mental Health Advanced Practice Provider Staff:** Licensed Clinical Social Workers (LCSWs), Licensed Professional Counselors (LPCs), Licensed Clinical Professional Counselors (LCPCs), Psychiatric Nurse Practitioners (Psych NPs), Masters in Social Work (MSWs), Marriage and Family Therapists (MFTs), Master's Level Addiction Counselors, Other Master's-prepared Behavioral/Mental Health Providers
- **Clinical Support Staff – Typically staff with a level of educational attainment at the Bachelor's-level or lower;** typically Non-Exempt; reported under the following categories:
  - **Medical Support Staff:** Registered Nurses, Nurse Assistants, Medical Assistants, Laboratory Personnel, Pharmacy Technicians, X-Ray Personnel, Ultrasound Technicians, Other Medical Support Personnel
  - **Dental Support Staff:** Dental Assistants (including Expanded Function), Dental Technicians
  - **Behavioral/Mental Health Support Staff:** Addiction Counselors (CACs), Behavioral Health Assistants, Other Behavioral/Mental Health Support Staff
  - **Other Clinical and Enabling Support Staff:** Case Managers, Education Specialists, Nutritionists/Dieticians, Outreach Workers, Other Enabling Services Personnel
- **All Staff:** Total of all employees, exempt and non-exempt (sum of the six main position groups listed above)
- **Non-Exempt Staff:** Employees eligible for overtime payments for time worked in excess of 40 hours in a workweek
- **Exempt Staff:** Employees exempt from overtime requirements
- **Voluntary Separations:** Employee-initiated terminations, including retirements and deaths; do not include termination of temporary employees or contractors
- **Involuntary Separations:** Organization-initiated terminations including permanent reductions in workforce; do not include termination of temporary employees or contractors
- **Total Separations:** Sum of voluntary and involuntary separations
- **Average # of Employees in 2023:** Can be figured one of two ways:
  1. (# of employees Jan. 1, 2023) + (# of employees Dec. 31, 2023) / 2
  2. (SUM of the # of employees at the beginning of each month in 2023) / 12

**E. INSTRUCTIONS FOR COMPLETING THE RECRUITMENT & RETENTION INFORMATION SURVEY TOOL (TAB 5)**

The Organizational and Recruitment & Retention Information section of this survey, found on **TAB 5** (entitled **5-SurveyTool-R&RInfo**), asks a list of questions about your organization's current recruitment and retention issues and practices. Please provide information based on the actual day that you are completing the survey.

## ***E. Instructions for Completing the R&R Information Survey Tool (Tab 5), continued***

**#1 – Use of Recruitment Firms/Consultants:** Indicate if your organization currently uses external recruitment firms/consultants and, if yes, which firms/consultants, for which specific titles, and how much was spent on these recruitment firms/consultants in the past 12 months.

### **#2 – Executive Level and Provider/Advanced Practice Provider Openings:**

- Please note the following definitions:
  - **Executive/Director Level (Administrative and Clinical)** – CEO, COO, CFO, CIO, HR Director, CMO, CDO, Behavioral Health Director, Pharmacy Director, Nursing Director, etc. (usually administrative and clinical members of your Executive Team)
  - **Provider/Advanced Practice Provider** – physicians (specify specialty, e.g., family practice, pediatrics, etc.), dentists, pharmacists, psychiatrists, psychologists, physician assistants, nurse practitioners, psychiatric nurse practitioners, nurse midwives, dental hygienists, licensed clinical social workers, licensed professional counselors, and marriage and family therapists
- Please select one vacancy that is the highest priority to fill (check box in column G).
- If your health center has no current openings for executive-level or provider/advanced practice provider staff, check the “Check Below if No Vacancies” box.

**#3 – Top Reasons for Voluntary Turnover:** Indicate the top reasons for voluntary (employee-initiated) turnover at your health center within the last 12 months. If not applicable, check the appropriate box.

**#4, #5, & #6 – Medical, Dental, and Behavioral Health Provider Productivity Expectations:** Provide information about your organization's expectations for full-time hours per week, direct patient contact vs. administrative time, and number of patient visits for each group of medical, dental, and behavioral health providers.

- Include information about any providers conducting on-site services for health center patients (including employees and/or contractors).
- Provide your responses based on normal in-clinic working schedules (e.g., do not include vacation time, CME time, on-call time, hospital time, etc.).
- For question #5 (direct patient contact hours vs. administrative hours), consider administrative hours to include time not spent with patients (e.g., for supervisory duties, staff meetings, huddles, charting/documentation outside of the patient visit, etc.).
- For question #6 (expected visits completed per hour of direct patient care), consider only visits for individual patients, not for groups of patients.

**#7 – Medical, Dental, and Behavioral Health Panel Size:** Provide information about the approximate patient panel sizes (the number of individual patients under the care of a specific provider) for your full-time medical, dental, and behavioral health providers.

**#8 – Level of Behavioral Health Services Integration:** If your health center provides on-site behavioral health services for your patients, please indicate the level of integration for these services.

- **Not Applicable (N/A):** No behavioral health services provided at any health center operated site.
- **Not at All Integrated:** Behavioral health and other healthcare providers work independently, have separate systems and/or facilities, and rarely communicate about cases.
- **Somewhat Integrated:** Behavioral health and other healthcare providers may have separate systems but share facilities. This proximity supports at least occasional face-to-face meetings. Providers view each other as resources and have a basic understanding of each other's roles.



## **F. INSTRUCTIONS FOR DOUBLE-CHECKING AND SUBMITTING DATA**

Before submitting your data to NWRPCA, please do a review of data (the suggestions below are based on the most commonly seen data submission errors).

- Make sure you have completely filled in the “Contact and Organizational Information” (Tab 1):
  - All contact information is required.
  - You must provide the date completed.
  - Responses are REQUIRED for Questions #1, #2, and #3 (the “organizational” questions). Please ensure you have entered your organization’s information.
- Double-check your “Salary/Benefits” entries (Tab 2a):
  - Please double-check the titles selected from drop-down menus for all reported employees.
  - If instructed to provide additional details about an employee’s position type, title, and/or credentials in Column E, have you reported those details under Position Notes (Column F)?
  - Have you forgotten FTE amounts for any employees?
  - Have you provided an FTE but forgotten to fill in the salary, benefits, etc. information?
  - Is the “Current Annual Benefits” cell (Column K) blank for any reported employee? If so, please change to either the appropriate dollar amount, or to “zero” as needed.
  - Did you provide a date of hire (mm/dd/yy) in Column L for all reported employees? Do any of those dates look odd, indicating a possible entry error?
  - Have you identified members of your Executive Team by checking the appropriate boxes in Column M?
  - If you provided a dollar amount for Additional Pay (in Column I), have you provided details describing the type of additional pay in Column N?
- Double-check your “Expanded Benefits” entries (Tab 3):
  - Make sure you are reporting based on your organization’s overall policies relating to each type of benefit, not on what any individual employees may be entitled to.
- Double-check your “Turnover” entries (Tab 4):
  - Use the auto-calculated “Total # of Separations” column to double-check your entries for the “Voluntary” and “Involuntary” subgroups.
  - Use the auto-calculated “All Staff” row to double-check your entries for the six staffing sub-groups.
- Double-check your “R&R” entries (Tab 5):
  - Have you provided information under the additional R&R questions? Please note that “unknown” is an acceptable answer.

**When you are finished, and by Wednesday, April 24, 2024, email your completed spreadsheet to the NWRPCA Salary Survey Team at [BIX@nwrpca.org](mailto:BIX@nwrpca.org).**

## **G. SUMMARY JOB DESCRIPTIONS**

### **INTRODUCTION**

The following summary job descriptions are provided to ensure health centers are A) reporting employee data under the most appropriate titles and B) referring to the most appropriate titles when utilizing final salary and benefits data to design compensation structures.

- All information provided represents **typical/preferred** information and is not meant to represent exact position requirements; exact duties, responsibilities, education, experience, etc. will vary from health center to health center (e.g., in most cases, various combinations of education and experience may be accepted).  
Also note:
  - **Supervisory Responsibility:** Indicates whether this title is typically required to supervise one or more other employees.
  - **Budget Responsibility:** Indicates whether this title typically has oversight responsibility for staying within a set budget (although they might not have created that budget themselves).
- As titles can vary widely from health center to health center, please review the parameters for the following position levels, utilized throughout the survey:
  - **Assistant:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.
  - **Coordinator:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities.
  - **Supervisor:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team. "Supervisor" positions are typically exempt and typically have supervisory responsibilities.
  - **Manager:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.
  - **Director:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.
  - **Other:** "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other." If used, provide information about the employee's position type, exact title, and/or credentials in the Position Notes column (column F).

#### **Click Directly To:**

<b>ADMINISTRATIVE TITLES</b>	Pages 11-28
<b>CLINICAL TITLES</b>	Pages 28-44

## ***G. Summary Job Descriptions, continued***

### **ADMINISTRATIVE TITLES**

#### **Accountant**

**Typical Core Duties:** Prepares accounting documentation and entries. Maintains internal control reviews over selected financial activities including accounts payable, purchasing, payroll, property management, general ledger, and bank transactions. Assists with budget preparation and monitoring, account analyses, internal, and external reports. Assists with the audit and preparation of state and federal financial filings.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Limited

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 3-5 years of experience in accounting; no licenses/certifications required, CPA or CPA eligible preferred

**Possible Titles/Variations:** Senior Accountant, Staff Accountant

#### **Accounting Clerk/Bookkeeper**

**Typical Core Duties:** Maintains records of financial transactions. Reconciles and balances accounts. Performs various other support duties pertaining to payroll, accounts payable, accounts receivable, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 0-2 years of experience; no licenses/certifications

**Possible Titles/Variations:**, Accounts Payable Specialist, Payroll Clerk

#### **Administrator, Information Technology**

**Typical Core Duties:** Responsible for designing, planning, developing, installing, configuring, maintaining, and supporting network software, hardware, infrastructure, and communication functions. Addresses security issues, including HIPAA security. Assists with the development and implementation of IT-related disaster recovery procedures. May have overlap with "Manager, Information Technology".

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 3-5+ years of experience; valid state's driver's license; may require platform-specific certification, computer repair certification, etc.

**Possible Titles/Variations:** IT Network Administrator, IT Systems Administrator, Systems Administrator,

#### **Assistant, Administrative**

**Typical Core Duties:** Administrative support for the organization or department, which may include filing and record keeping, preparing materials for staff meetings, handling routine correspondence, ordering supplies, coordinating maintenance of administrative equipment, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1-2 years of experience; no licenses/certifications

**Possible Titles/Variations:** Secretary

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

#### **Assistant, Executive**

**Typical Core Duties:** Provides administrative support to the Chief Executive Officer/Executive Director (CEO/ED) and other administrative and/or clinical executive staff, which may include facilitating scheduling and travel, maintaining calendars, preparation of materials and other planning for health center board meetings/retreats/etc., producing reports, memos, and other senior level correspondence, maintaining filing systems, taking meeting minutes, etc. May have additional duties (e.g., publication design, website content update, etc.).

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree; 2+ years of experience with executive support; no licenses/certifications

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Assistant, Human Resources**

**Typical Core Duties:** Responsible for supporting the Human Resources Department, which may include day-to-day clerical support, data entry, assistance with administration of benefits programs and/or payroll system, assisting with provider credentialing/privileging, attendance monitoring, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 0-1 years of experience; no licenses/certifications

**Possible Titles/Variations:** Credentialing Assistant, Payroll Assistant

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

### **Assistant, Other (Administrative)**

Use this title for any other administrative assistant titles (please review all other "Assistant" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Development Assistant, Grant Specialist, Marketing Assistant, Program Assistant

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Billing Staff/Patient Accounts**

**Typical Core Duties:** Initiates billing to maximize reimbursement from Private Insurance, Medicaid, Medicare, etc. Follows-up on claims including processing cross-over claims as needed. Prepares electronic billing of all claims and reviews to ensure accuracy, including working errors and denials. Enters adjustments if appropriate and generates refund requests. Consistently follows-up and re-bills claims as needed so revenue loss is minimal. Generates related reports. May act as a liaison between health center and outside billing contractor. May have coding responsibilities but is not a Certified Professional Coder (CPC). May have responsibilities for credentialing providers with insurance companies.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1-3 years of experience; no licenses/certifications

**Possible Titles/Variations:** Accounts Receivable (AR) Coordinator, Billing Clerk, Billing and Collections Specialist, Insurance and Billing Processor, Patient Accounts Specialist

### **Call Center Representative**

**Typical Core Duties:** Responsible for answering incoming calls, updating patient information, scheduling appointments, and responding to caller requests for additional information for multiple service sites. May have additional limited responsibilities relating to referrals, patient satisfaction surveys, etc. The call center is typically removed from the front desk/reception area, so staff typically do not have face-to-face contact with patients.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Call Center Attendant, Customer Care Center Representative

### **Care Coordinator/Patient Navigator**

**Typical Core Duties:** Provides day-to-day patient care coordination activities which may include pre-visit planning, tracking of required patient paperwork, case management, assisting patients with enrollment in public benefits, conducting/processing referral/lab/radiology follow-ups, referencing patient-centered/self-managed care plans, implementing quality improvement and evaluation activities, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED required, Associate's degree preferred; 2-3 years of experience; licenses/certifications typically not required; employee may be required to be bilingual

**Possible Titles/Variations:** Care Team Navigator, Group Visit Coordinator, Health Navigator, Resource Coordinator

**Note:** Do not use this title for "Community Health Worker" or clinically credentialed (e.g., RN) "Case Manager" employees (listed separately).

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Clerk, Medical Records**

**Typical Core Duties:** Responsible for maintaining the medical records of the clinic and responding to requests for records from internal and external sources. May be responsible for reviewing records for completeness, accuracy, and compliance with regulations. May have cross-over duties with Information Technology Support Staff.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED or Associate's degree required, Bachelor's degree preferred; 2-3 years of experience; no licenses/certifications

**Possible Titles/Variations:** Health Information Clerk, Medical Records Technician, Records Specialist

### **Clerk, Purchasing**

**Typical Core Duties:** Assists with purchase order requisitioning, receiving, and delivery of goods and services.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Purchasing Agent, Purchasing Assistant, Purchasing Specialist

### **Coder**

**Typical Core Duties:** Inputs, edits, and posts patient visit information into computerized database. Reviews and inputs encounters with appropriate CPT and ICD-9/10 codes. Reviews and balances edit report. Posts encounters to patient accounts. Files all postings by month. *If using this title, please enter the employee's type of certification (if any) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1-2 years of experience; Certified Professional Coder (CPC)

**Possible Titles/Variations:** Coding Associate, Medical Billing Coder, Medical Coder

### **Community Health Worker**

**Typical Core Duties:** Serves as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality/cultural competency of service delivery. Builds individual and community capacity through activities including outreach, community education, informal counseling, social support, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 2 years of experience; may require state certification; fluency in a second language generally preferred; valid state's driver's license; Basic Life Support (BLS) certification may be preferred

**Possible Titles/Variations:** Peer Health Educator, Promotor(a) de Salud

**Note:** Do not use this title for related coordinators or managers, instead use the administrative "Coordinator, Program; e.g., Homeless, Migrant, Volunteer, etc." and "Manager, Program; e.g. Homeless, Migrant, Volunteer, etc." titles. Also review the job description summary for the administrative "Outreach Staff, Homeless/Migrant/Etc." to determine the most appropriate title.

### **Controller**

**Typical Core Duties:** Maximizes return and limits risk on financial assets by establishing financial policies, procedures, controls, and reporting systems. Guides financial decisions, protects assets, monitors financial condition, and provides information to external auditors. Prepares budgets, collects/analyzes financial data, and recommends plans.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's or Master's degree in Accounting, Business Administration, or Finance; 3-5 years of experience in the finance function with responsibilities of business operations, accounting, cost analysis and control, etc.; Certified Public Accountant (CPA) preferred

**Possible Titles/Variations:** None indicated

**Note:** Do not use this title for Director-level employees ("Director, Fiscal/CFO" and "Director, Fiscal (Other)" listed separately).

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Coordinator, Communications/Marketing**

**Typical Core Duties:** Responsible for initiating, developing, and implementing day-to-day and long-term communications and/or marketing strategies, which may include community and patient outreach, event planning and marketing, website development and maintenance, social media coordination, public relations outreach to local media, production of collateral and promotional materials, development of newsletters, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 2+ years of experience

**Possible Titles/Variations:** Community Outreach Specialist, Health Communications Coordinator, Marketing Project Specialist

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities.

### **Coordinator, Human Resources/HR Specialist**

**Typical Core Duties:** Often works in one specialized area of HR, e.g., recruitment, compensation and benefits, HRIS, employee relations, training and development, payroll, etc., but may also (or instead) perform a variety of general HR duties, e.g., administration of and employee assistance with benefit programs, hiring/onboarding activities, maintaining required documents, assisting with staff training, assisting with documenting and tracking various HR functions, etc. May have overlap with the "Assistant, Human Resources" position.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 2+ years of experience; PHR preferred

**Possible Titles/Variations:** Benefits Analyst, Benefits Coordinator, Onboarding Coordinator, Payroll Coordinator, Recruiter

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities.

### **Coordinator, Program; e.g., Homeless, Migrant, Volunteer, etc.**

**Typical Core Duties:** Coordinates one administrative program for the health center (e.g., Homeless, Migrant, Volunteer, etc.). Works to meet program objectives. May track program expenses in accordance with the program budget. Evaluates program results and prepares reports for program management. *If using this title, please enter additional identifying details about the employee (e.g., exact title, type of program, etc.) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 1-5 years of experience; no licenses/certifications

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities.

**Note:** *Do not use this title for related community workers or managers, instead use the administrative "Community Health Worker," "Outreach Staff, Homeless/Migrant/Etc.," or "Manager, Program; e.g. Homeless, Migrant, Volunteer, etc." titles (listed separately).*

### **Coordinator, Quality Improvement**

**Typical Core Duties:** Coordinates daily activities relating to one or more of the organization's quality improvement programs, which may include efforts relating to accreditation, clinical measures, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 2+ years of experience; may require nursing or other clinical licensure

**Possible Titles/Variations:** QI Specialist

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities.

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Coordinator, Referral**

**Typical Core Duties:** Responsible for receiving, processing, scheduling and following up on all medical referral requests from assigned care team clinicians, including in-house and outside referrals for diagnostic testing, medical specialists, or other providers.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED required, Associate's degree preferred; 1+ years of experience in the medical field preferred; Medical Assistant (MA) graduation/certification preferred

**Possible Titles/Variations:** Referral Specialist

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities.

### **Coordinator, Risk/Compliance**

**Typical Core Duties:** Coordinates daily activities relating to one or more of the organization's quality assurance programs, which may include efforts relating to risk management, corporate compliance, HIPAA privacy, emergency preparedness, safety, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 2+ years of experience; no licenses/certifications

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities.

### **Coordinator, Other (Administrative)**

Use this title for any other administrative coordinator titles (please review all other "Coordinator" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Clinic Operations Specialist, Clinical Coordinator, Development Coordinator, Facilities Coordinator, Health Equity Coordinator, Operations Coordinator

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Data Analyst**

**Typical Core Duties:** Works with users throughout the organization in coordinating the collection, analysis, integration, and exchange of data. Creates reports and helps bridge the gap between users requesting reports and the technical resources needed to create the reports.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree or equivalent experience required, Bachelor's degree preferred; 3+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Informatics Technician, Information Specialist

### **Data Entry**

**Typical Core Duties:** Responsible for daily data entry into the health center's electronic records system. Assists with the collection and compilation of data for periodic patient care reviews.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED or Associate's degree required, Bachelor's degree preferred; 1+ years of experience; no licenses/certifications required, although Medical Assistant certification (or similar) may be preferred

**Possible Titles/Variations:** Data Entry Specialist

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Director, Development/Grants**

**Typical Core Duties:** Oversees all aspects of the annual planning cycle including assessment of unmet needs and opportunities, developing and maintaining community relationships, grant writing and management for all federal, non-federal, foundation, and other sources, including ensuring compliance with funding sources, and solicitation of charitable contributions. Develops and implements annual development plan, including marketing, public relations, and fund-raising activities. Typically has additional marketing and public relations duties. Typically a member of the senior management team.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 3-5 years of experience; no licenses/certifications

**Possible Titles/Variations:** Chief Development Officer, Director of Marketing and Public Relations, Director of Planning and Development, Major Gifts Director, Vice President of Development

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Executive/CEO**

**Typical Core Duties:** Responsible for the ongoing success of the health center. Provides vision and leadership to plan, administer, implement, direct, and monitor all aspects of the organization in accordance with Board-developed policies, strategic goals, and objectives. Monitors national, state, and local political environment. Establishes and maintains strategic relationships. Assures adherence to all regulatory, funding, and operating requirements for the establishment and continued accreditation as a Health Center Program Grantee/FQHC Look-Alike. Assures all operations are financially viable, consistent with mission, strategic plan, applicable laws and regulations, and principles of professional and business ethics. Acts as non-voting, ex-officio member of the health center Board of Directors; accountable to Board. Supervises upper-level health center leadership.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 5-10 years of experience in upper-level management preferred, including 2+ years of experience in a health care facility (health center preferred); no licenses/certifications

**Possible Titles/Variations:** Chief Executive Director, Chief Executive Officer, Executive Director, President

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Fiscal/CFO**

**Typical Core Duties:** The organization's top financial leader, responsible for overseeing business operations and administrative functions typically related to fiscal control of budgets, supervision of purchasing, grants, property, inventory, billing, insurances, payroll, property management, cash disbursements and receipts, accounts receivable, financial statements, and related statistical systems. Prepares federal and other grant budgets and financial status reports. Develops financial analyses and forecasts to support future planning. Provides Board of Directors with relevant financial data for budgetary and financial governing decisions. Supervises business and accounting staff. May be responsible for additional functions (e.g., Human Resources). Typically a member of the senior management team.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's or Master's degree in Accounting, Business Administration, or Finance; 5+ years of experience in the finance function with responsibilities of business operations, accounting, cost analysis and control, etc.; Certified Public Accountant (CPA) preferred

**Possible Titles/Variations:** Chief Financial Officer, Director of Finance, Executive Vice President of Finance, Vice President of Finance

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

**Note:** Do not use this title for non-Director "Controller" employees (listed separately).



## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Director, Fiscal (Other)**

**Typical Core Duties:** Second tier of financial leadership, under the direction of the senior Director, Fiscal/CFO. Responsible for one or more financial programs within a larger system. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's or Master's degree in Accounting, Business Administration, or Finance; 3-5 years of experience in the finance function with responsibilities of business operations, accounting, cost analysis and control, etc.; Certified Public Accountant (CPA) preferred

**Possible Titles/Variations:** Assistant Financial Officer, Director of Accounting, Director of Billing Services, Director of Finance, Director of Financial Planning, Director of Revenue Cycle

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

**Note:** Do not use this title for non-Director "Controller" employees (listed separately).

### **Director, Human Resources/CWO**

**Typical Core Duties:** The organization's top human resources/workforce leader, responsible for providing leadership, oversight, evaluation, and direction for the general administrative and human resources services and programs of the organization through planning, organizing, and directing the various HR functions, which may include oversight of policies and procedures, employment, compensation, benefits, employee health and safety programs, employee education and training opportunities, ensuring compliance with state, federal, and municipal statutes and regulations, and supervision/oversight of the Human Resources department. Typically a member of the senior management team.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 5+ years of experience; Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR); Certified Compensation Professional (CCP), Certified Benefits Professional (CBP), Compensation Management Specialist (CMS) preferred

**Possible Titles/Variations:** Chief Workforce Officer, Human Resources Director, Human Resources Officer, Recruitment Intervention Director, Vice President of Human Resources

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Human Resources (Other)**

**Typical Core Duties:** Second tier of human resources/workforce leadership, under the direction of the senior Director, Human Resources/CWO. Responsible for one or more human resources/workforce programs within a larger system. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 3-5 years of experience; Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR); Certified Compensation Professional (CCP), Certified Benefits Professional (CBP), Compensation Management Specialist (CMS) preferred

**Possible Titles/Variations:** Director of Talent and Engagement, Recruitment Director, Training Director

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Director, Information Technology/CIO**

**Typical Core Duties:** The organization's top Information Technology (IT) leader, overseeing all IT department activities including installation and maintenance of networks, hardware, software, telecommunications systems, and office equipment. Updates IT infrastructure. Oversees system security and user training activities. Directs related projects and planning, supervises department staff, develops and manages departmental budget, and implements and oversees new applications (e.g., EMR). Typically a member of the senior management team.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 5+ years of experience; valid state's driver's license; may require platform-specific certification

**Possible Titles/Variations:** Chief Information Officer, Director of Information Technology, Health Information Technology Director, Information Technology Director, MIS/Information Systems Director, Vice President of Information Systems

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Information Technology (Other)**

**Typical Core Duties:** Second tier of Information Technology (IT) leadership, under the direction of the senior Director, Information Technology/CIO. Responsible for one or more IT areas within a larger system. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 3-5 years of experience; valid state's driver's license; may require platform-specific certification

**Possible Titles/Variations:** Assistant Director of Information Technology, Director of Infrastructure, EHR Director

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Director, Operations/COO**

**Typical Core Duties:** The organization's top Operations leader. Responsible for directing the operation of health care services and programs to meet productivity, customer service, and quality standards. Supervises department and clinic managers and oversees the development of high quality, cost effective, and integrated clinical services and the systems to support this care. Responsible for direct oversight of the effective operation of quality assessment and improvement programs, emergency preparedness program, and for operational policy and procedure development and implementation. May be responsible for additional functions (e.g., Finance, Human Resources, etc.). Typically a member of the senior management team.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 5+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Chief Operating Officer, Operations Director, Operations Officer, Vice President of Operations

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Director, Operations (Other)**

**Typical Core Duties:** Second tier of Operations leadership, under the direction of the senior Director, Operations/COO. Responsible for one or more operations programs and/or sites within a larger system. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 3-5+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Associate Director of Operations, Business Operations Director, Director of Ambulatory Clinic Operations, Director of Clinical Operations, Operations Director, Site Operations Director

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Director, Program; e.g., Homeless, Migrant, Volunteer, etc.**

**Typical Core Duties:** Responsible for the overall design and direction of one of the health center's administrative programs and related staff (e.g., Homeless, Migrant, Volunteer, etc.). Oversees planning, implementation, budgeting, evaluation, and supervision of all program components and staff. *If using this title, please enter additional identifying details about the employee (e.g., exact title, type of program, etc.) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 3-5+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Director of Community Programs, Director of Nutrition Services, Health Care for the Homeless Director, Housing Counseling Director, SUD Services Director, Learning Partners Director, Vice President of Education

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Quality Improvement**

**Typical Core Duties:** Creates overall strategy and sets health center programming for quality improvement programs, including efforts relating to quality accreditation (via The Joint Commission, National Committee for Quality Assurance [NCQA], etc.), any state-required quality improvement programs, monitoring performance on and reporting of clinical measures, etc. Typically a member of the senior management team.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 4+ years of experience; may require nursing or other clinical licensure; familiarity with applicable HRSA and other related expectations

**Possible Titles/Variations:** Director of Quality, Quality Improvement Director, Vice President of Process Improvement

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Risk/Compliance**

**Typical Core Duties:** Creates overall strategy and sets health center programming for risk and compliance programs, including efforts relating to quality assurance, risk assessment and management, corporate compliance, health information privacy and security, emergency preparedness, safety, etc. Typically a member of the senior management team.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 4+ years of experience; no licenses/certifications; familiarity with applicable HRSA, state, federal, and local regulations

**Possible Titles/Variations:** Corporate Compliance Director, Chief Compliance Officer, Director of Compliance, Quality Assurance Director, Risk and Safety Director, Vice President of Quality Assurance

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Director, Other (Administrative)**

Use this title for any other administrative director titles (please review all other "Director" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Chief Legal Officer, Deputy Director, Director of Client Services, Director of Facilities, Director of Health Equity, Director of Marketing

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Driver**

**Typical Core Duties:** Safely operates a vehicle for tasks required by the organization, which may include safe transportation of patients to and from various healthcare related destinations, transfer of prescription medication between sites, etc. May assist with maintaining vehicles.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 0-2 years of experience; valid state's driver's license, meeting license class requirements based on the vehicle(s) being driven

**Possible Titles/Variations:** None indicated

### **Grant Writer**

**Typical Core Duties:** Researches, writes, and submit grants to private and corporate foundations. Typically works with a larger health center team to establish development plan and on submission requirements for Bureau of Primary Health Care (BPHC) and other governmental grants. May have crossover marketing duties, including building community relationships, community education activities, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree preferred; 2-5 years of experience; no licenses/certifications

**Possible Titles/Variations:** None indicated

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Health Educator (administrative duties only)**

**Typical Core Duties:** Administrative position (without clinical duties). Coordinates patient and/or community education activities about behaviors that promote wellness. Develops and implements strategies to improve health. Develops education programs and/or events.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED required, Bachelor's degree preferred; 1+ years of experience preferred; health education certification requirement may apply

**Possible Titles/Variations:** Education Specialist

**Note:** Do not use this title for health educators with clinical duties. Instead, use the clinical "Health Educator (with clinical duties)" title.

### **Informaticist**

**Typical Core Duties:** Gathers and analyzes healthcare data to optimize delivery of services in collaboration with medical, dental, behavioral health, and other healthcare providers. Develops effective procedures, and workflows to ensure data accuracy and quality improvement while supporting organizational/provider objectives. Provides related technical support and database maintenance; involved in tasks related to network security and compliance. Utilizes data to forecast needs and evaluate strategic opportunities. Provides reports for funding, Uniform Data System (UDS) performance measures, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree typically required, Master's degree preferred; 3+ years of experience; substantial experience may be exchanged for formal education

**Possible Titles/Variations:** Clinical Informatics Specialist, Health Informatics Specialist, Health Information Technology Coordinator

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Information Technology Support Staff**

**Typical Core Duties:** Responsible for one or more components of staff training, software troubleshooting, and installation, repair, configuration, and modification of, and technical assistance with, computer hardware, software, and network systems. May also provide basic programming and support for telephone, voicemail, and other communications needs.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED or Associate's degree required, Bachelor's degree preferred; 1-3 years of experience; valid state's driver's license; may require platform-specific certification, computer repair certification, etc.

**Possible Titles/Variations:** Help Desk Support Specialist, IS Help Desk Technical Support Specialist, IT Technician

**Note:** Do not use this title for "Specialist, Electronic Health Records" (listed separately).

### **Information Technology, Other**

**Typical Core Duties:** Use this for any other Information Technology-related staff not otherwise listed. See "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Programmer, Web Developer

**Note(s) about Position Level:** "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

**Note:** Do not use this title for "Administrator, Information Technology," "Data Analyst," "Data Entry," "Director, Information Technology/CIO," "Informaticist," "Information Technology Support Staff," "Manager, Information Technology," or "Specialist, Electronic Health Records" (listed separately).

### **Intern, Administrative**

**Typical Core Duties:** Provides part-time, temporary support for a specific administrative organizational event, program, or department. *If using this title, please enter additional identifying details about the intern (e.g., internship department) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED preferred; working toward a college or advanced degree in a related administrative field; internship may be a requirement for an educational program; work and/or volunteer experience in a related field may be preferred

**Possible Titles/Variations:** Marketing Intern, Social Media Intern, Special Events Intern

**Note:** Report only paid positions using this title; unpaid positions should not be included in this survey.

### **Interpreter**

**Typical Core Duties:** Facilitates communication between patients with limited English proficiency (LEP) and health center staff. Responsible for providing face-to-face interpreting between patients and providers, and may also work with other individuals, such as family members or a patient representative. May provide cultural information to facilitate support for a treatment plan. May produce written and/or audio statements in languages other than English for unique listening and/or reading audiences. May perform Reception/Front Desk/Appointment Clerk duties for LEP patients.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 2+ years of experience preferred; Test of English as a Foreign Language (TOEFL) score may apply; Certified Interpreter classification may apply

**Possible Titles/Variations:** None indicated

### **Janitor/Custodian/Housekeeping**

**Typical Core Duties:** Performs general cleaning including sweeping/vacuuming floors, removing wastepaper and other refuse, dusting furniture/fixtures, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 0-2 years of experience; no licenses/certifications

**Possible Titles/Variations:** None indicated

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Maintenance/Facilities**

**Typical Core Duties:** Provides hands on maintenance and preventive repair services for all clinic facilities, including compliant functionality of facility equipment. Maintains building and entry/exit appearance, services and maintains equipment records, and fulfills facility work orders. May include responsibilities relating to moving/maintaining furniture/equipment, HVAC work, locksmith, ice melt, snow removal, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 0-2 years of experience; valid state's driver's license

**Possible Titles/Variations:** None indicated

### **Manager, Clinic Operations (Administrative, if multiple sites)**

**Typical Core Duties:** Responsible for the effective, efficient operation of the clinic that results in excellence in customer service and clinical care and provides a medical home to its patients; supervises, hires, trains, and evaluates administrative (typically front office) staff, typically for one site (or closely located sites) and not for the entire organization. Establishes administrative procedures. May maintain supplies and equipment. May maintain vendor records.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree or Bachelor's degree required; 1-2+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Front Office Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

### **Manager, Eligibility**

**Typical Core Duties:** Oversees activities relating to health insurance outreach and enrollment, including supervision of Outreach/Enrollment Staff. Works with all health center staff to ensure processes are developed, implemented, and effective at identifying uninsured patients and enrolling them in insurance for which they qualify. Acts as internal expert for enrollment practices and insurance marketplace systems including knowledge of required laws and regulations. Responsible for data collection, tracking, and reporting as needed for enrollment efforts. May also oversee enabling activities.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 3-5 years of experience preferred; valid state's driver's license

**Possible Titles/Variations:** Eligibility and Enrollment Manager, Outreach and Enrollment Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

### **Manager, Finance (Other)**

Use this title for any other finance-related manager; see "Note about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Accounting Manager, Business Manager, Finance Manager, Patient Accounts Manager, Payroll Manager, Revenue Manager, Revenue Cycle Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

**Note:** Do not use this title for "Controller" employees (listed separately).

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Manager, Human Resources/HR Generalist**

**Typical Core Duties:** Responsible for implementing the day to day operations of the HR Department, which may include acting as an HR resource for leadership and staff, administering benefits and/or credentialing programs, developing and maintaining recruitment activities, developing and administering orientation, onboarding, and retention activities, managing FMLA, Worker's Compensation and unemployment programs, assisting with HR-related reporting, managing attendance programs, etc. May provide input regarding strategic planning for HR programs to the HR Director.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree preferred; 3-5 years of experience; Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR) preferred

**Possible Titles/Variations:** Credentialing and Privileging Manager, Credentialing Manager, Staff Engagement Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

### **Manager, Information Technology**

**Typical Core Duties:** Responsible for managing the organization's network and communication infrastructure, computer hardware, operating system, and software applications. Supervises Information Technology support staff and/or contractors. May have overlap with "Administrator, Information Technology."

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree preferred; 3-5 years of experience; valid state's driver's license; may require platform-specific certification, computer repair certification, etc.

**Possible Titles/Variations:** Clinic Applications Manager, IT Data Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Manager, Maintenance/Facilities**

**Typical Core Duties:** Oversees the maintenance, restoration, renovation, and upkeep of the organization's buildings, mechanical systems, and grounds for all sites, including supervision of maintenance/facilities and janitorial/housekeeping staff, facility compliance audits, management of relationships with external contractors/subcontractors for additional maintenance work, processing of internal and external facility work orders, ordering/maintenance of cleaning/maintenance supplies, etc.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree or Bachelor's degree; 2+ years of experience; valid state's driver's license

**Possible Titles/Variations:** Facilities and Grounds Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Manager, Program; e.g., Homeless, Migrant, Volunteer, etc.**

**Typical Core Duties:** Manages ones of the health center's administrative programs and related staff (e.g., Homeless, Migrant, Volunteer, etc.). Ensures the program meets objectives. Evaluates program performance and reports program activities. Controls program expenditures in accordance with program budget. *If using this title, please enter additional identifying details about the employee (e.g., exact title, type of program, etc.) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree required, Master's degree preferred; 3-5 years of experience; Licensed Clinical Social Worker (LCSW) or Licensed Professional Counselor (LPC) may be required.

**Possible Titles/Variations:** Family Support Services Manager, Housing Manager, Residential Services Manager, Vocational Services Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

**Note:** Do not use this title for related community workers or coordinators, instead use the administrative "Community Health Worker," "Outreach Staff, Homeless/Migrant/Etc.," or "Coordinator, Program; e.g. Homeless, Migrant, Volunteer, etc." titles.

### **Manager, Quality Improvement**

**Typical Core Duties:** Manages activities relating to the organization's quality programs, which may include efforts relating to quality improvement, accreditation, clinical measures, etc. Includes the development and implementation of related programs and oversight of related data collection, tracking, and reporting. Provides input regarding strategic planning for QI/Quality programs to the QI/Quality Director.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree or Bachelor's degree required, Master's degree may be preferred; 3+ years of experience; may require nursing or other clinical licensure

**Possible Titles/Variations:** Optimization Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

### **Manager, Risk/Compliance**

**Typical Core Duties:** Manages activities relating to the organization's risk and compliance programs, which may include efforts relating to quality assurance, risk assessment and management, corporate compliance, health information privacy and security, emergency preparedness, safety, etc. Includes related tracking and reporting. Provides input regarding strategic planning for risk/compliance programs to the Risk/Compliance Director.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree or Bachelor's degree required, Master's degree may be preferred; 3+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Compliance Manager, Risk and Compliance Manager, Risk Management Manager, Safety Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.



## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Manager, Other (Administrative)**

Use this title for any other administrative manager titles (please review all other "Manager" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Marketing Manager, Development Manager, Grants Manager, Purchasing Manager, Safety Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Outreach Staff, Homeless/Migrant/Etc.**

**Typical Core Duties:** Provides outreach services including health education, support, etc. to persons in the community (typically offsite). Activities may include case management, crisis intervention, provision of basic needs, facilitation of access to shelter, transportation, etc. *If using this title, please enter additional identifying details about the focus group for the employee's outreach services (e.g., homeless, migrants, general community, etc.) and/or the employee's title in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 2 years of experience; valid state's driver's license; may require state Healthcare Assistant license; Basic Life Support (BLS) certification may be preferred

**Possible Titles/Variations:** Community Wellness Specialist, Refugee Health Specialist, Resource Support Specialist, Ryan White Outreach

**Note:** Do not use this title for related coordinators or managers, instead use the administrative "Coordinator, Program; e.g., Homeless, Migrant, Volunteer, etc." and "Manager, Program; e.g. Homeless, Migrant, Volunteer, etc." titles. Also review the job description summary for the administrative "Community Health Worker" to determine the most appropriate title. Do not use this title to report staff primarily engaged in health insurance outreach and enrollment; instead, use the "Outreach/Enrollment Staff" title (listed separately).

### **Outreach/Enrollment Staff**

**Typical Core Duties:** Conducts activities to identify, contact, and enroll uninsured patients and community members into health insurance coverage. Assists new and existing patients and community members in the correct completion of health insurance applications, which may include Medicaid, CHIP, Health Insurance Marketplaces, etc. Educates patients and community members about the Affordable Care Act (ACA) and enrollment processes. Builds/strengthens enrollment collaborations with local partner organizations. Assists all health center staff with processes that identify uninsured patients and enroll them in insurance for which they qualify. Tracks/reports on related activities. Maintains expertise in current eligibility and enrollment program requirements and regulations.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED required, Associate's or Bachelor's degree preferred; 1-3 years of experience preferred; valid state's driver's license

**Possible Titles/Variations:** Certified Application Counselor, Eligibility Coordinator, Eligibility Program Specialist, Eligibility Technician, Enrollment Specialist, Health Coverage Guide, Marketplace Manager, Outreach and Enrollment Specialist, Outreach Representative

### **Patient Representative/Financial Counselor**

**Typical Core Duties:** Conducts financial screening and gathers patient documentation to determine qualification for payment programs. Registers patients into billing systems, including status change updates. Performs eligibility screenings including paperwork and follow-up. May have partial responsibility for Medicaid program enrollment and insurance verification.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Financial Screener, Patient Account Representative

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Receptionist/Front Desk/Appointment Clerk**

**Typical Core Duties:** Responsible for patient check-in and check-out, including greeting and registering patients, screening visitors, answering phones, responding to requests for information, assisting visitors with ambulatory difficulties, completing patient registration paperwork, inputting data including insurance information, managing provider schedules, and collecting co-pays and payment plan payments. May have cross-over Cashier duties. May have additional duties relating to collecting/entering patient satisfaction data.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 0-2 years of experience; no licenses/certifications

**Possible Titles/Variations:** Operator, Patient Services Representative, Scheduler

**Note:** Do not use this title for "Call Center Representative" (listed separately).

### **Security**

**Typical Core Duties:** Guards organization's property, including making periodic rounds to inspect protection devices, fire control equipment, and check for any irregularities. May enforce regulations relating to personnel, visitors, and premises. May maintain various records, prepare reports, and perform miscellaneous clerical, simple maintenance, and comparable tasks. Unarmed; does not include off-duty Police Officers.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 2+ years of experience; no licenses/certifications

**Possible Titles/Variations:** Guard, Security Officer

### **Specialist, Electronic Health Records**

**Typical Core Duties:** Responsible for application support, training, and improvements to the Electronic Health Records (EHR) system and workflows; creates related documentation and instructions, trains new system users, provides ongoing continuing education to staff, makes updates to the EHR and workflows, collaborates with all staff members and departments to ensure accurate documentation, learns and implements new features of the EHR, troubleshoots software problems, etc. May assist the IT department with maintenance and implementation of systems and technologies that support staff and partner organizations. May have overlap with "Information Technology Support Staff."

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED required, Associate's degree or technical certification in computer-related field preferred; 2+ years of experience

**Possible Titles/Variations:** EHR System Specialist, Technology and Software Trainer

### **Supervisor, Billing**

**Typical Core Duties:** Responsible for revenue maximization for all assigned receivables; develops and maintains reports regarding accounts receivables. Establishes and maintains reporting and departmental policies and procedures to ensure quality and effectiveness of work completed. Supervises billing and coding personnel. May have responsibilities for credentialing providers with insurance companies. Assists in the establishment and implementation of annual operating, capital budget, and departmental goals.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree; 3-5 years of experience; Certified Professional Coder (CPC) preferred

**Possible Titles/Variations:** Billing Coordinator

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities.

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Supervisor, Finance (Other)**

Use this title for any other finance-related supervisor; see "Notes about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Payroll Supervisor, Accounting Supervisor

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

**Note:** Do not use this title for "Supervisor, Billing" (listed separately).

### **Supervisor, Medical Records**

**Typical Core Duties:** Responsible for ensuring the privacy, safety, and security of medical records. Establishes and maintains departmental policies and procedures to ensure quality and effectiveness of work completed. Supervises Medical Records personnel and provides backup on duties as needed. May spearhead projects dealing with the implementation/enhancement of electronic medical records. Identifies, compiles, and abstracts information as requested from electronic system for reporting purposes. Processes and prepares related business and/or governmental forms.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 3-5 years of experience; no licenses/certifications

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities.

### **Supervisor, Reception/Front Office**

**Typical Core Duties:** Oversees the day-to-day activities of reception/front desk, work production and flow of patient registration, patient check-out, insurance and discount eligibility, and onsite fee payment. Supervises reception/front office staff, including interviewing, orientation, training, and evaluation. Hires staff with leadership approval. Undertakes staff quality control audits. Backs up staff as needed.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 2+ years of experience preferred; no licenses/certifications

**Possible Titles/Variations:** Patient Services Supervisor, Administrative Supervisor

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities.

### **Supervisor, Other (Administrative)**

Use this title for any other administrative supervisor titles (please review all other "Supervisor" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Call Center Supervisor, Clerical Supervisor, Determination Supervisor, Facilities Supervisor

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

## ***G. Summary Job Descriptions, Administrative Titles, continued***

### **Trainer**

**Typical Core Duties:** Responsible for the effective development, coordination, presentation, and evaluation of employee training and development programs. Responsible for analyzing corporate training needs and arranging suitable training solutions. Coordinates training design and delivery including curriculum development, educational materials, facilities scheduling and setup, selecting subject matter experts when appropriate, evaluating training resources, and scheduling employees.

**Supervisory Responsibility:** No

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree preferred; 2+ years of experience; certification in training system utilized by health center preferred; Certified Professional of Learning and Performance (CPLP) preferred

**Possible Titles/Variations:** None indicated

### **Transcriptionist**

**Typical Core Duties:** Responsible for converting provider recorded reports into written and/or electronic records.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED required; Associate's degree preferred; 1+ years of experience; may require certification in medical transcription

**Possible Titles/Variations:** None indicated

### **Women, Infants, and Children (WIC) Educator**

**Typical Core Duties:** Plans, implements, and evaluates the Supplemental Nutrition Assistance Program for the Women, Infants and Children (WIC) Program. Delivers non-clinical nutrition education to WIC participants. Distributes vouchers to WIC participants. Schedules WIC participants for clinical appointments. Serves as a team member in the health center's broader nutrition and health program area.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree preferred; Registered Dietician preferred; 1+ years of related experience; no licenses/certifications

**Possible Titles/Variations:** WIC Secretary

### **Other Administrative**

Use this title for any other administrative titles that do not fit into the titles provided (please review all existing administrative titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Attorney, Cashier, Map Technician, Scribe, Well Child Attendant

**Note(s) about Position Level:** "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

## **CLINICAL TITLES**

### **Assistant, Behavioral Health**

**Typical Core Duties:** Responsible for supporting the Behavioral Health Department and providers, which may include responding to patient inquiries, providing related health education to patients and families including connections to community resources, reconciling medication lists, rooming patients, coordinating paperwork, etc. May have additional scheduling responsibilities.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

HS diploma or equivalent required; 1+ years of experience; Basic Life Support (BLS) certification preferred; may require additional certification (e.g., Medical Assistant, Certified Nursing Assistant, Certified Addiction Counselor, etc.)

**Possible Titles/Variations:** Behavioral Health Advocate

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Assistant, Dental**

**Typical Core Duties:** Responsible for the sterilization of dental instruments, dental equipment maintenance, dental room turnover (cleaning/stocking), and performing chair side dental assisting duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1+ years of experience; Dental Assistant certification from accredited Dental Assistant program, state registration may be required; radiology license may be preferred; Basic Life Support (BLS) certification preferred

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

**Note:** Do not use this title for "Assistant, Dental - Expanded Function" (listed separately).

### **Assistant, Dental – Expanded Function**

**Typical Core Duties:** Responsible for the sterilization of dental instruments, dental equipment maintenance, patient preparation, chair side support to dental providers and dental hygienist, and clinic flow.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1+ years of experience; Expanded Function Dental Assistant (EFDA) certification from accredited Dental Assistant program, state license may be required; radiology license may be preferred; Basic Life Support (BLS) certification preferred

**Possible Titles/Variations:** Expanded Duty Dental Assistant, Registered Dental Assistant with Expanded Functions

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

**Note:** Do not use this title for "Assistant, Dental" (non-EFDA, listed separately).

### **Assistant, Lab**

**Typical Core Duties:** Performs non-clinical lab duties, which may include a variety of customer service and clerical tasks.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1-3 years of experience; licensure/certification not typically required

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

### **Assistant, Pharmacy**

**Typical Core Duties:** Performs non-clinical pharmacy duties, which may include a variety of customer service and clerical tasks.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1-3 years of experience; state Pharmacy Assistant certification/licensure

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

**Note:** Do not use this title for assistants working for a non-pharmacy dispensary; instead, report these employees under "Assistant, Other (Clinical)" and provide additional identifying details in the Position Notes column of the Salary/Benefits tool.

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Assistant, Other (Clinical)**

**Typical Core Duties:** Use this title for any other clinical assistant titles (please review all other "Assistant" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee, including title and any credentials, in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Clinical Assistant, Dispensary Assistant, Physical Therapist Assistant, Radiology Assistant, Retinal Project Assistant, Ultrasound Assistant

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Behavioral Health, Other**

**Typical Core Duties:** Use this title for any other behavioral health titles (please review all related titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee, including title and credentials, in the Position Notes column of the Salary/Benefits tool.*

**Possible titles/Variations:** Behavioral Health Advocate, Behavioral Health Care Manager, Co-Responder Therapist, Therapist-Unlicensed

**Note(s) about Position Level:** "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

**Note:** Do not use this title for "Case Manager," "Counselor, Addiction," "Counselor, Licensed Professional," "Director, Behavioral Health," "Pre-Licensure Behavioral Health Provider" "Psychiatric Nurse Practitioner," "Psychiatrist," "Psychologist, Clinical," "Social Worker – Licensed Clinical," or "Therapist, Marriage and Family" (listed separately).

### **Case Manager**

**Typical Core Duties:** Provides case management services to patients, which may include brief psychosocial assessments, referral to community resources, case coordination among providers/agencies, health education, etc.; may work with one or more groups of patients or organizational programs (e.g., women's health, drug and alcohol, mental health, prescription assistance, etc.). *If using this title, please enter the employee credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's or Bachelor's degree required, Master's degree preferred; 2+ years of experience; related state licensure may be required (social work, registered nurse, counseling, etc.); Basic Life Support (BLS) certification may be required

**Possible Titles/Variations:** Diabetes Case Manager, Family and Vets Case Manager, Maternal Child Health Case Manager, Medical Home Case Manager, Prenatal Case Manager

### **Certified Nurse Midwife**

**Typical Core Duties:** Provides primary care medical services, including prenatal and post-partum care, women's health care and family planning, and care of infants. Functions as an educational resource to patients, the health center, students, and the community.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited nurse midwifery program; experience preferred, but will hire new graduates; national nurse-midwife certification, state Nurse Midwife license or Nursing license with Certified Nurse Midwife authority; current DEA (prescriptive authority) required; may require a state controlled substance clearance; valid state's driver's license; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Coordinator, Program (Clinical)**

**Typical Core Duties:** Coordinates one clinical program for the health center (e.g., audiology, Ryan White, etc.). Works to meet program objectives. May track program expenses in accordance with the program budget. Evaluates program results and prepares reports for program management. *If using this title, please enter additional identifying details about the type of clinical program and/or the employee's title in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** Maybe

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 1-5 years of experience; clinical licensure may be preferred.

**Possible Titles/Variations:** Audiology Program Coordinator, Ryan White Program Coordinator

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities.

### **Coordinator, Other (Clinical)**

Use this title for any other clinical coordinator titles (please review all other "Coordinator" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee, including title, in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** MA Coordinator, Nursing Coordinator

**Note(s) about Position Level:** "Coordinator" position titles are used for employees that coordinate a specific program for the organization or a department. "Coordinator" positions are typically non-exempt and do not have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Counselor, Addiction**

**Typical Core Duties:** Works as part of the behavioral health team to undertake assessments, complete/maintain histories, prepare treatment plans, provide addiction counseling according to the treatment plan, meet with patients to follow-up on progress toward goals, provide care coordination, lead educational and support groups, prepare reports, etc. *If using this title, please enter the employee credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED or Associate's degree typically required, Bachelor's degree may be preferred; 1-3 years of experience; state Addiction Counselor certification or licensing

**Possible Titles/Variations:** None indicated

**Note:** Do not use this title for Master's level Addiction Counselors; instead, use the "Counselor, Licensed Professional," "Social Worker – Licensed Clinical," "Therapist, Marriage and Family," or "Behavioral Health, Other" titles as appropriate (listed separately).

### **Counselor, Licensed Professional (e.g., LPC, LCPC)**

**Typical Core Duties:** Works with primary care providers to provide assessments and related diagnoses, consultation, education, brief therapeutic interventions, and referral/linkage for individuals with emotional, behavioral, mental health, and substance use issues.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Master's degree required; 2-5 years of experience; state license required, e.g., Professional Counselor license (LPC), Licensed Mental Health Counselor (LMHC), Licensed Clinical Professional Counselor (LCPC), Licensed Professional Clinical Counselor (LPCC), etc.

**Possible Titles/Variations:** None indicated

### **Dental Hygienist**

**Typical Core Duties:** Provides direct patient oral health care and related education.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's or Bachelor's degree in dental hygiene; 2+ years of experience; state Dental Hygiene license; Basic Life Support (BLS) certification typically required

**Possible Titles/Variations:** None indicated

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Dentist**

**Typical Core Duties:** Provides direct patient oral health care.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited dental school with a Doctor of Dental Surgery (DDS) or Doctor of Dental Medicine (DMD) degree; 0-2 years of experience; state dental license; current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Dentist Resident**

**Typical Core Duties:** Responsible for assisting experienced dental providers with delivering oral health care to patients.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited dental school with a degree of Doctor of Dental Surgery (DDS) or Doctor of Dental Medicine (DMD); participation in a related residency program; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

**Note:** Report only paid resident positions using this title; unpaid positions should not be included in this survey.

### **Director, Behavioral Health/CBHO**

**Typical Core Duties:** The organization's top behavioral health leader, responsible for oversight, evaluation, and delivery of the organization's behavioral/mental health programs. Works collaboratively to provide integrated and comprehensive mental health treatment. May provide psychiatric care to patients. Provides mental health consultation internally, recruits/hires/assures training for related staff, supervises related staff/students/interns, maintains related community relationships, etc. Typically a member of the senior management team. *If using this title, please enter the employee credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Typically requires Master's or Doctorate degree in behavioral/mental health with related licenses/certifications; 5+ years of experience

**Possible Titles/Variations:** Behavioral Health System Director, Director of Integrated Behavioral Health, Director of Mental Health, Director of Psychiatry, Substance Treatment Services Director

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Behavioral Health (Associate/Other)**

**Typical Core Duties:** Second tier of behavioral health leadership, under the direction of the senior Behavioral Health Director/CBHO. Responsible for one or more behavioral health programs and/or sites within a larger system. Typically has administrative and clinical responsibilities. *If using this title, please enter the employee's exact title and credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Typically requires Master's or Doctorate degree in behavioral/mental health with related licenses/certifications; 5+ years of experience

**Possible Titles/Variations:** Associate Behavioral Health Director, Site Behavioral Health Director

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.



## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Director, Dental/CDO**

**Typical Core Duties:** The organization's top dental leader, responsible for all dental services, including authority to oversee all aspects of dental care delivery at all dental clinic sites including planning, budgeting/resource allocation, growth and development, regulatory compliance, quality, efficiency and the supervision of dental supervisors, dentists, and dental hygienist staff. Facilitates communication with local oral health community. Position includes clinical and administrative responsibilities. Typically a member of the senior management team. *If using this title, please enter the employee credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited dental school with a Doctor of Dental Surgery (DDS) or Doctor of Dental Medicine (DMD) degree; 3-5 years of experience; state dental license; current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** Chief Dental Officer, Dental Director, Executive Vice President of Dental Services, Oral Health Director, Vice President of Dental Services

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Dental (Associate/Other)**

**Typical Core Duties:** Second tier of dental leadership, under the direction of the senior Dental Director/CDO. Responsible for one or more dental programs and/or sites within a larger system. Typically has administrative and clinical responsibilities. *If using this title, please enter the employee's exact title and credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited dental school with a Doctor of Dental Surgery (DDS) or Doctor of Dental Medicine (DMD) degree; 2-3 years of experience; state dental license; current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** Assistant Dental Director, Regional Dental Director, Site Dental Director

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Medical/CMO**

**Typical Core Duties:** The organization's top medical leader, responsible for providing clinical and administrative leadership for the medical department, including oversight, evaluation, and direction for the department's various functions at all sites. Responsibility includes primary care, and may also include specialty care, behavioral/mental health care, dental care, eye care, pharmacy, diagnostic services, etc. Guiding participant in the organization's clinical quality improvement programs. Engages in clinical practice with patients. Typically a member of the senior management team. You may have two employees of equal status (co-leaders) in this position – in this case, list both employees under this title. *If using this title, please enter the employee credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an appropriate accredited school, typically a medical or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO), but may include accredited Nurse Practitioner (NP) or Physician Assistant (PA) programs; may prefer additional degree (e.g., Master's in Public Health); 5+ years of experience; appropriate board eligibility/certification and state license; current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** Chief Medical Officer, Clinical Director, Executive Vice President of Medical, Medical Director, Vice President of Clinical Services, Vice President of Medical, Vice President of Medical Services

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Director, Medical (Associate/Other)**

**Typical Core Duties:** Second tier of medical leadership, under the direction of the senior Medical Director/CMO. Responsible for one or more medical programs and/or sites within a larger system. Typically has administrative and clinical responsibilities. *If using this title, please enter the employee's exact title and credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited medical or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO); 3-5 years of experience; appropriate board eligibility/certification, state Physician license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** Assistant Medical Director, Regional Medical Director, Site Medical Director

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Nursing**

**Typical Core Duties:** Responsible for all nursing services, including authority to oversee development, implementation, and evaluation of related policies and procedures, hiring of related staff, etc. Participates in organization's clinical quality improvement programs. May have clinical responsibilities. Typically a member of the senior management team. *If using this title, please enter the employee credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree in Nursing required, Master's degree preferred; 5+ years of experience; state Registered Nurse license; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Pharmacy**

**Typical Core Duties:** Responsible for the oversight, evaluation, and delivery of the pharmacy program including clinical operation of the pharmacy program, directing pharmacist providers, development of related protocols, providing drug counseling and advice to patients and internal contacts, etc. Typically a member of the senior management team. *If using this title, please enter the employee credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's, Master's, or Doctorate degree in Pharmacy from an accredited School of Pharmacy; 3-5+ years of experience; state Pharmacist license

**Possible Titles/Variations:** Vice President of Pharmacy

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities.

### **Director, Other (Clinical)**

Use this title for any other clinical director titles (please review all other "Director" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about this employee, including title and credentials, in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Clinical Quality Care Director, Lab Director, Physical Therapy Director

**Note(s) about Position Level:** "Director" position titles are used for upper-level employees that are directly involved in making strategic decisions about the operations of the organization. "Director" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Health Educator (with clinical duties)**

**Typical Core Duties:** Position with clinical duties. Coordinates patient and/or community education activities about behaviors that promote wellness. Develops and implements strategies to improve health. Develops education programs and/or events. May act as a Certifier for the Women, Infants, and Children (WIC) Program.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Certified Medical Assistant (MA) or Registered Nurse (RN); 1+ years of experience preferred; health education certification requirement may apply; related MA/RN licenses/certifications may be required

**Possible Titles/Variations:** Nurse Educator, WIC Certifier

**Note:** Do not use this title for health educators without clinical duties. Instead, use the administrative "Health Educator (administrative duties only)" title.

### **Intern, Clinical**

**Typical Core Duties:** Provides part-time, temporary support for a specific clinical department, possibly in order to fulfill educational requirements. *If using this title, please enter additional identifying details about the intern (e.g., internship department, title, and current level of education) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; working toward a college or advanced degree in a related clinical field; internship may be required for an educational program; work and/or volunteer experience in a related field may be preferred

**Possible Titles/Variations:** Psychology Intern, Nursing Intern, Nurse Practitioner Intern

**Note:** Report only paid positions using this title; unpaid positions should not be included in this survey. Do not use this title for Behavioral Health providers with completed graduate-level degrees working toward licensure; instead, use the "Behavioral Health Provider, Pre-Licensure" title.

### **Licensed Practical Nurse**

**Typical Core Duties:** Provides basic nursing care under the supervision of, and clinical support to, health center nurses, providers, etc. May have additional cross-over clerical duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED, graduate of an accredited Licensed Practical Nursing program; 1-2 years of experience; state Licensed Practical Nurse license; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Manager, Lab**

**Typical Core Duties:** Provides lab services at all sites, including coordination and management of all lab staff and operations.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

May require Lab Technician with related education/licenses/certifications; 3-5 years of experience; appropriate state certification/licensure

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

### **Manager, Medical/Dental Clinic (if multiple sites)**

**Typical Core Duties:** Supervises, hires, trains, and evaluates clinical support (typically back office) staff, typically for one site, not for the entire organization. Establishes procedures relating to clinical support staff. *If using this title, please enter the employee credentials in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree or Bachelor's degree required; 1-2+ years of experience; Certified Medical Assistant (CMA), Certified Dental Assistant, Licensed Practical Nurse (LPN), or Registered Nurse (RN) preferred

**Possible Titles/Variations:** Back Office Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Manager, Nursing**

**Typical Core Duties:** Responsible for implementing the day-to-day operations of nursing services, including coordination and management of all nursing staff and operations (e.g., may include responsibilities for coordination between front office, medical records, clinical support, and providers). Oversees scheduling to ensure adequate staffing. May provide nursing services as needed.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree in nursing; 3-5 years of experience; state Registered Nurse license; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

### **Manager, Pharmacy**

**Typical Core Duties:** Provides pharmacy services at sites, including coordination and management of all pharmacy staff and operations.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Yes

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

May require a Pharmacy Technician or a Pharmacist, with related education/licenses/certifications; 3-5 years of experience; appropriate state certification/licensure

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities.

### **Manager, Other (Clinical)**

Use this title for any other clinical manager titles (please review all other "Manager" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about this employee, including title, in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Clinical Manager, Clinical Program Manager

**Note(s) about Position Level:** "Manager" position titles are used for employees performing mid-level management tasks for the organization or a department. "Manager" positions are not directly involved in strategic decisions about the operations of the organization, although they may provide input to the Executive Team. "Manager" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Medical Assistant, with Credentials**

**Typical Core Duties:** Responsible for supporting providers, nursing staff, and other staff involved in patient care, usually including patient preparation (check-in/-out, documenting vital signs and medical history, etc.), room turnover, and support of laboratory procedures and other clinic operations including entering orders; may have cross-over reception, phlebotomy, and other duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED, graduate of an accredited Medical Assistant program; 1+ years of experience; state Medical Assistant license/certification required; Basic Life Support (BLS) certification typically required; may require additional certifications (e.g., phlebotomy, EMT, Community Health Aide, etc.)

**Possible Titles/Variations:** Certified Medical Assistant, Clinic Assistant, Registered Medical Assistant

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

**Note:** Do not use this title for Medical Assistants without a state Medical Assistant license/certification; instead, use the "Medical Assistant, without Credentials" title.

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Medical Assistant, without Credentials**

**Typical Core Duties:** Responsible for supporting providers, nursing staff, and other staff involved in patient care, usually including patient preparation (check-in/-out, documenting vital signs and medical history, etc.), room turnover, and support of laboratory procedures and other clinic operations; may have cross-over reception, phlebotomy, and other duties. Does not enter orders.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED, graduate of an accredited Medical Assistant program; 1+ years of experience; Basic Life Support (BLS) certification typically required; may require additional certifications (e.g., phlebotomy, EMT, Community Health Aide, etc.)

**Possible Titles/Variations:** Clinic Assistant, Medical Assistant

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

**Note:** Do not use this title for Medical Assistants with a required state Medical Assistant license/certification; instead, use the "Medical Assistant, with Credentials" title.

### **Nurse Practitioner**

**Typical Core Duties:** Delivers primary care to patients, including health promotion/maintenance, counseling and education, assessment, acute/chronic care, and consultation/collaboration with supervising physician, other health care professionals, and community resources. May focus on a specific sub-set of patients (e.g., pediatrics, geriatrics, etc.).

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited Nurse Practitioner program; experience preferred, but will hire new graduates; state Nurse Practitioner license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

**Note:** Do not use this title to report "Psychiatric Nurse Practitioner" or "Nurse Practitioner Resident" employees (listed separately).

### **Nurse Practitioner Resident**

**Typical Core Duties:** Responsible for assisting experienced medical providers with delivering primary care to patients.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited Nurse Practitioner program; participation in a related residency program; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

**Note:** Report only paid resident positions using this title; unpaid positions should not be included in this survey.

### **Nursing Aide/CNA**

**Typical Core Duties:** Provides assistance to patients in nursing areas of the health center. Assists medical, nursing, and other staff involved in patient care. May have additional cross-over clerical duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED, graduate of an accredited Nursing Assistant program; 0-2 years of experience; state health care assistant certification may be required; Basic Life Support (BLS) certification preferred

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Assistant" position titles are used for support-level employees performing support tasks for the organization or a department. "Assistant" positions are typically non-exempt and do not have supervisory responsibilities.

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Nutritionist/Dietitian**

**Typical Core Duties:** Provides nutrition services for patients, including client screening, assessment, surveillance, health education, and care management. May be responsible for creating high risk care plans. May act as a Certifier for the Women, Infants, and Children (WIC) Program.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree or higher with Registered Dietitian credential; 1+ years of experience; state Dietitian certification, Basic Life Support (BLS) certification may be required

**Possible Titles/Variations:** Registered Dietitian

### **Pharmacist**

**Typical Core Duties:** Compounds and dispenses drugs according to prescriptions issued by medical and dental providers. Directs pharmacy employees engaged in mixing/packaging/labeling pharmaceuticals. Provides drug counseling to patients and practitioners. Maintains related files.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's or Doctorate degree in Pharmacy; experience preferred, but will hire new graduates; state Pharmacist license

**Possible Titles/Variations:** None indicated

**Note:** Do not use this title to report Clinical Pharmacists; instead, use the "Pharmacist, Clinical" title.

### **Pharmacist, Clinical**

**Typical Core Duties:** In collaboration with other health center providers, performs comprehensive medication therapy management during pharmacist-patient appointments, including therapeutic assessment, selected disease management, patient education, monitoring patient data on drug therapy outcomes, reactions, and errors, etc. Provides medical-related information and education for providers and other health center staff. May also undertake Pharmacist responsibilities.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Doctorate degree in Pharmacy preferred; Bachelor's degree may be accepted; board eligible/certified in Pharmacy Specialties, state Pharmacist license; accredited clinical pharmacy residency training or equivalent post-licensure experience required; 1-3 years of experience preferred

**Possible Titles/Variations:** None indicated

### **Pharmacist Resident**

**Typical Core Duties:** Responsible for assisting experienced pharmacists with pharmacy clinical projects and other duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited school of Pharmacy; participant in a related residency program

**Possible Titles/Variations:** None indicated

**Note:** Report only paid resident positions using this title; unpaid positions should not be included in this survey.

### **Phlebotomist**

**Typical Core Duties:** Collects blood from patients for testing, primarily via venipunctures or fingersticks. Provides additional support to providers as required. May have cross-over Laboratory Assistant duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1+ years of experience; state Phlebotomist or Phlebotomy Technician certificate may be required; Basic Life Support (BLS) certification may be required

**Possible Titles/Variations:** None indicated

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Physician – Family Practice, with OB duties**

**Typical Core Duties:** Responsible for provision of comprehensive primary and preventive care, including OB responsibilities (e.g., low risk obstetric care, including prenatal care, routine deliveries, and post-partum). Based on needs, may be responsible for OB-related surgery (typically limited).

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited allopathic or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO); experience preferred, but will hire new graduates; board eligible/certified in Family Practice, state Physician license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; valid state's driver's license; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Physician – Family Practice, without OB duties**

**Typical Core Duties:** Responsible for provision of comprehensive primary and preventive care. Is not responsible for OB duties (e.g., deliveries).

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited allopathic or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO); experience preferred, but will hire new graduates; board eligible/certified in Family Practice, state Physician license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Physician – Geriatrician**

**Typical Core Duties:** Responsible for provision of comprehensive primary and preventive care, with a focus on services for aging patients.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited allopathic or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO) with emphasis in geriatric medicine; experience preferred, but will hire new graduates; board eligible/certified in Family Practice or Internal Medicine with a certification or specialty in Geriatrics, state Physician license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Physician – Internal Medicine**

**Typical Core Duties:** Responsible for provision of comprehensive primary and preventive care.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited allopathic or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO); experience preferred, but will hire new graduates; board eligible/certified in Internal Medicine, state Physician license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Physician – OB/GYN**

**Typical Core Duties:** Responsible for provision of comprehensive primary and preventive care, with a focus on tasks relating to pregnancy and the female reproductive systems, including prenatal care, deliveries, OB-related surgery, and post-partum care.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited allopathic or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO); experience preferred, but will hire new graduates; board eligible/certified in OB/GYN, state Physician license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; valid state's driver's license; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Physician – Pediatrics**

**Typical Core Duties:** Responsible for provision of comprehensive primary and preventive care, with a focus on services for infants, children, and adolescents.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited allopathic or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO); experience preferred, but will hire new graduates; board eligible/certified in General Pediatrics, state Physician license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Physician Resident**

**Typical Core Duties:** Responsible for assisting experienced physicians with examining, treating, and educating patients. May also help develop and implement training programs for other residents and medical students.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited allopathic or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO); participation in a related residency program; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

**Note:** Report only paid resident positions using this title; unpaid positions should not be included in this survey.

### **Physician – Other**

Use this title for any other types of physicians (please review all "Physician" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about this employee, including credentials and information about area of specialization, in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Naturopath, Ophthalmologist, Podiatrist

**Note(s) about Position Level:** "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

### **Physician Assistant**

**Typical Core Duties:** Delivers primary care to patients, including health promotion/maintenance, counseling and education, assessment, acute/chronic care, and consultation/collaboration with supervising physician, other health care professionals, and community resources. May focus on a specific sub-set of patients (e.g., pediatrics, geriatrics, etc.).

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited Physician Assistant program; experience preferred, but will hire new graduates; state Physician Assistant license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Pre-Licensure Behavioral Health Provider**

**Typical Core Duties:** Use this title for employees with Master's and Doctorate level degrees in behavioral health (e.g., counseling, therapy, social work, psychiatry, etc.) that are currently gaining the experience necessary to obtain state licensure. *If using this title, please enter additional identifying details about the employee, including title and credentials, in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Master's or Doctorate degree required; must be in the process of obtaining appropriate state licensure.

**Possible Titles/Variations:** Clinical Therapist in Training, Provisional Behavioral Health Therapist

**Note:** Do not use this title for unlicensed behavioral health staff that are not currently working toward licensure; instead, use the "Case Manager," "Counselor, Addiction," or "Behavioral Health, Other" titles. Do not use this title to report Master's and Doctorate level behavioral health providers who have already obtained licensure; instead use the "Counselor, Licensed Professional," "Psychiatric Nurse Practitioner," "Psychiatrist," "Psychologist, Clinical," "Social Worker – Licensed Clinical," "Therapist, Marriage and Family," or "Behavioral Health, Other" titles.



## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Psychiatric Nurse Practitioner**

**Typical Core Duties:** Diagnoses, triages, provides medications, and monitors medications for patients with medical and behavioral health problems. Provides intervention strategies and develops treatment plans. Collaborates and consults with primary care providers, mental health staff, and other partners.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Master's degree in nursing focusing on Psychiatry; 3+ years of experience; state Psychiatric Nurse Practitioner license; current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** Mental Health Nurse Practitioner

### **Psychiatrist**

**Typical Core Duties:** Provides psychiatric and medical assessment and treatment, clinical consultation, education, and training of team members.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Graduate of an accredited medical or osteopathic school with a degree of Doctor of Medicine (MD) or Doctor of Osteopathy (DO), completion of an accredited residency program in psychiatry; experience preferred, but will hire new graduates; board eligible/certified in Psychiatry, state Physician license, current DEA (prescriptive authority) required; may require a state controlled substance clearance; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Psychologist, Clinical**

**Typical Core Duties:** Identifies, triages, evaluates, and co-manages patients with medical and behavioral health problems. Provides related patient education. Develops treatment plans.

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Doctorate degree in clinical psychology (PsyD); experience preferred; state Psychologist license

**Possible Titles/Variations:** None indicated

### **Registered Nurse**

**Typical Core Duties:** Provides nursing services including screenings, assessments, and education as directed by supervising medical provider. May have Quality Improvement responsibilities.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred, graduate of an accredited school of Nursing; 1-3 years of experience; state Registered Nurse license; Basic Life Support (BLS) certification required

**Possible Titles/Variations:** None indicated

### **Social Worker, Licensed Clinical (LCSW)**

**Typical Core Duties:** Works with primary care providers to provide assessments and related diagnoses, consultation, education, brief therapeutic interventions, and referral/linkage for individuals with emotional, behavioral, mental health, and substance use issues.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

#### **Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Master's degree plus post-Master's supervised experience; 2-5 years of experience; state Licensed Clinical Social Worker (LCSW) license

**Possible Titles/Variations:** None indicated

**Note:** Do not use this title to report unlicensed social workers; instead, use the "Behavioral Health Provider, Pre-Licensure" or "Case Manager" titles.

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Supervisor, Dental Assistant**

**Typical Core Duties:** Supervises the Dental Assistants and ensures that dental operations meet all internal and external requirements. Manages day-to-day operations of the dental clinic, including implementation of practice objectives, policies, and procedures, participating in interview and hiring of dental assistants, orienting and training personnel, maintaining office inventory, etc. May provide dental assistant services as needed.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred; 3-5 years of experience; Dental Assistant certification from accredited Dental Assistant program, state registration may be required; radiology license may be preferred; Basic Life Support (BLS) certification preferred

**Possible Titles/Variations:** Dental Supervisor

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities.

### **Supervisor, Medical Assistant**

**Typical Core Duties:** Supervises the Medical Assistants and ensures that medical support operations meet all internal and external requirements. Assists clinical Managers/Directors with managing day-to-day operations including workflow, staffing, training, and patient care issues. Implements related policies and procedures, participates in interviewing and hiring Medical Assistant staff, orients and trains related personnel, etc. May provide Medical Assistant duties as needed

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Bachelor's degree preferred, graduate of an accredited Medical Assistant program (other clinical programs may apply, e.g., Registered Nurse); 2-3 years of experience; appropriate state licensure/certification (e.g., Medical Assistant, Registered Nurse, etc.); Basic Life Support (BLS) certification typically required

**Possible Titles/Variations:** Clinical Supervisor

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities.

### **Supervisor, Nursing**

**Typical Core Duties:** Supervises the nursing staff and ensures that nursing operations meet all internal and external requirements. Assists Nursing Manager/Director with managing day-to-day operations including workflow, staffing, training, and patient care issues. Implements related policies and procedures, participates in interviewing and hiring nursing staff, orients and trains related personnel, etc. May provide nursing services as needed.

**Supervisory Responsibility:** Yes

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred, graduate of an accredited school of nursing; 2-3 years of experience; state Registered Nurse or Licensed Practical Nurse licensure; Basic Life Support (BLS) certification required; additional certifications may be preferred/required (e.g., radiology, phlebotomy)

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities.

### **Supervisor, Other (Clinical)**

Use this title for any other clinical supervisor titles (please review all other "Supervisor" titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about this employee, including title, in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** None indicated

**Note(s) about Position Level:** "Supervisor" position titles are used for front-line supervising employees that typically work alongside direct reporting staff. "Supervisor" positions typically are not directly involved in strategic decisions about the operations of the organization, and do not provide input directly to the Executive Team.

"Supervisor" positions are typically exempt and typically have supervisory responsibilities. "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Technician, Lab**

**Typical Core Duties:** Performs clinical laboratory duties (e.g., phlebotomy, processing and sending lab specimens, record keeping, quality controls, performance of in-house lab tests, oversight of lab safety regulations, etc.). May provide cross-over Lab Assistant duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED, graduate of an accredited clinical laboratory sciences/laboratory technician program preferred; 1-3 years of experience; state Laboratory Technician certification preferred; may require Medical Assistant credentials

**Possible Titles/Variations:** Medical Technician

### **Technician, Pharmacy**

**Typical Core Duties:** Performs pharmacy duties (e.g., compounding and dispensing medical prescriptions) under the direct supervision of a Pharmacist. Does not include duties involving drug counseling/education for patients. May provide cross-over Pharmacy Assistant duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED; 1-3 years of experience; state Pharmacy Technician certification/licensure

**Possible Titles/Variations:** None indicated

**Note:** Do not use this title for technicians working for a non-pharmacy dispensary; instead, report these employees under "Other Clinical" and provide additional identifying details in the Position Notes column of the Salary/Benefits tool.

### **Technician, Radiology/X-Ray**

**Typical Core Duties:** Produces x-ray images for physicians. Prepares patients for x-ray procedures. Maintains x-ray equipment. Responsible for adhering to related safety regulations.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, graduate of an accredited Radiology/X-Ray Technician program; 1-3 years of experience; state Radiographic Technician license

**Possible Titles/Variations:** Imaging Technician

**Note:** Do not use this title to report employees primarily performing ultrasounds; instead, use the "Technician, Ultrasound" title.

### **Technician, Sterilization**

**Typical Core Duties:** Responsible for the sterilization, preparation, and inventory control of dental instruments and supplies. May be responsible for room turn-over and/or for assisting dental providers in the direct provision of primary care dental services to patients. May provide cross-over Dental Assistant duties.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

High school diploma/GED, graduate of an accredited dental assisting program preferred; 1-3 years of experience; Basic Life Support (BLS) certification preferred

**Possible Titles/Variations:** None indicated

### **Technician, Ultrasound**

**Typical Core Duties:** Administers ultrasounds to patients for diagnostic purposes.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Associate's degree required, Bachelor's degree preferred, graduate of an accredited Ultrasound Technician program preferred; 1-3 years of experience; certification in Ultrasonography preferred

**Possible Titles/Variations:** Sonographer, Sonography Technician

## ***G. Summary Job Descriptions, Clinical Titles, continued***

### **Technologist**

**Typical Core Duties:** Technologists are typically responsible for the day-to-day "Technician" duties within their field and are additionally tasked with being experts for their particular field of study. *If using this title, please enter additional identifying details about the employee (e.g., exact title) in the Position Notes column of the Salary/Benefits tool.*

**Supervisory Responsibility:** Maybe

**Budget Responsibility:** Maybe

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Typically requires a related Bachelor's degree or higher; typically requires some experience in the field; typically requires state licensing/registration

**Possible Titles/Variations:** Medical Technologies, Radiology Technologist, Ultrasound Technologist

### **Therapist, Marriage and Family (MFT)**

**Typical Core Duties:** Responsible for the assessment, diagnosis, and treatment of mental illness and psychological distress within the context of the marriage and family systems; provides counseling services for individuals, couples, and/or families, develops treatment plans, etc.

**Supervisory Responsibility:** No

**Budget Responsibility:** No

**Preferred/Typical Level of Education, Years of Experience, & Licenses/Certifications:**

Master's degree plus post-Master's supervised experience; 2-5 years of experience; state Family Therapy licensure

**Possible Titles/Variations:** Therapist

### **Other Allied Health Professionals**

Use this title for other allied health professional employees not listed elsewhere in the survey tool, including Acupuncturist, Occupational Therapist, Physical Therapist, Speech Language Pathologist, Speech Therapist, etc. *If using this title, please enter additional identifying details about the employee, including title and credentials, in the Position Notes column of the Salary/Benefits tool.*

**Possible Titles/Variations:** Acupuncturist, Occupational Therapist, Physical Therapist, Speech Language Pathologist, Speech Therapist

### **Other Clinical**

Use this title for any other clinical titles that do not fit into the titles provided (please review all existing clinical titles before using this "Other" category); see "Note(s) about Position Level" below. *If using this title, please enter additional identifying details about the employee, including title and credentials, in the Position Notes column of the Salary/Benefits tool.*

**Note(s) about Position Level:** "Other" position titles should be used when the title for an employee cannot be located on the existing list of titles; please review all titles before using "other."