	Support Services	Patient Services	Nurse	Clinical Professional (Allied Health)	Professional (Non-Clinical)	Healthcare Leader
Description	Entry-level positions that typically involve limited patient interaction and incorporate an operational (as opposed to a clinical) focus. These positions usually require basic education (high school or equivalent), and include low compensation packages. Candidates are motivated by career development potential, accessibility (e.g., public transportation), compensation, and benefits.	Positions that involve direct patient contact. These positions typically require a high school degree (or equivalent) and may involve some type of skill-level certification. A four-year or advanced degree is typically not required. Candidates are motivated by career development potential, compensation and benefits.	Positions that require RN licensure and often involve a high-level of patient interaction. These positions do not include roles with formal leadership responsibilities. RNs that do not have direct patient interaction normally fall in the Clinical Professional job family. Candidates are motivated by flexible scheduling options, professional environment/level of respect afforded nurses, and professional development potential.	Positions that involve a clinical focus (non-Registered Nurse). These positions typically require a minimum of a four-year college degree and a professional license. Candidates are motivated by professional enrichment, advancement potential, organizational status and reputation.	Positions that include professional job titles. These positions typically require a minimum of a four-year college degree. Candidates are motivated by professional enrichment, advancement potential, organizational status and reputation.	Positions include people leaders across all functional areas within Healthcare. Positions involve formal management duties (e.g. performance management) and are characterized by subordinate reporting relationships. Candidates are motivated by professional enrichment, advancement potential, organizational status and reputation.
Sample Competencies	Decision Making Communication Safety Awareness Quality Orientation Adaptability Managing Work Applied Learning Collaboration	Building Customer Loyalty Decision Making Communication Work Standards Adaptability Managing Work Applied Learning Initiating Action Safety Awareness Collaboration Technical Knowledge	Care Management Customer Focus Safety Intervention Decision Making Continuous Learning, Planning & Organizing, Quality Orientation, Stress Tolerance, Communication, Building Strategic Working Relationships	Decision Making Continuous Learning Adaptability Customer Focus Quality Orientation Communication Planning & Organizing Delegation Technical Knowledge	Applied Learning Decision Making Adaptability Customer Focus Communication Quality Orientation Planning & Organizing Building Trust/Integrity, Coaching Building Strategic	Building Customer Loyalty Decision Making, Planning & Organizing Work Standards Adaptability Building a Successful Team Continuous Learning Coaching Developing Others

	Support Services	Patient Services	Nurse	Clinical Professional (Allied Health)	Professional (Non-Clinical)	Healthcare Leader
			Technical Knowledge		Working Relationships Continuous Learning	Communication Building Trust
Sample Job Titles	Dietary Aid Driver Environmental Service Aid Food Service Line Assistant Housekeeper Inventory Aid Laundry Worker Maintenance Worker Painter Receiving Clerk Security Officer Shipping Clerk Store Room Clerk Supply Aid	Administrative Assistant Admissions Representative Admitting Clerk Cashier Certified Patient Account Specialist Clinical Auditor Collection Analyst Materials Mgt. Clerk Medicaid Verification Clerk Medical Billing Specialist Medical Records Clerk Patient Access Specialist Patient Account Rep Patient Registration Rep Patient Relations Coordinator Patient Relations Rep Receptionist Scheduling Representative Transporter Unit Secretary Patient Care Technician Nurse Assistant	Advance Practice Nurse Case Manager Certified Nurse Anesthetist Charge Nurse Clinical Lead Clinical Nurse Specialist Nurse Extern Nurse Practitioner Nurse Technologist Registered Nurse – any dept or specialty Resource Nurse Staff Nurse Weekend Resource Nurse	Audiologist Clinical Educator Clinical Recruiter Clinical Services Coordinator Diabetes Educator Diagnostics Support Specialist Dietitian Health Educator Health Physicist Pharmacist Respiratory Therapist Social Worker Speech Therapist Physical Therapist Occupational Therapist Medical Technologist Nutritionist Pathologist Assistant Pharmacist Physician's Assistant Psychiatrist Psychologist	Accountant Benefits Specialist Budget Analyst Business Development Coordinator Chaplain Controller Corporate Risk Analyst Database Administrator Education Coordinator Electrician Engineer Operations Analyst Infrastructure Manager Financial Analyst Medical Records Administrator Programmer Recruiter Senior Analyst Senior Auditor	Charge Nurse Supervisor Manager People Leader Team Leader