

2020 Biennial NWRPCA Region X Health Center Salary and Benefits Survey Tool Instructions

Please refer to these instructions before starting, and while working on, the **2020 Region X Health Center Salary and Benefits Survey Tool**. Contact Alexcia DeVasquez, NWRPCA Data & Information Specialist (adevasquez@nwrpca.org), with any questions you may have.

Thank you for your participation!

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

The Contact Information section of this survey, found on **TAB 1** (entitled **1-SurveyTool-ContactInfo**), asks for contact information for the person (or persons) completing this survey at each health center, and asks for the date that the survey was completed.

NOTE: All information requested in Tab 1 is REQUIRED.

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

The Salary and Benefits Information section of this survey, found on **TAB 2** (entitled **2-SurveyTool-SalaryBenefits**), asks for salary and benefits dollar amount information about each and every employee in your health center by position title. 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.

For confidentiality reasons, please DO NOT provide any individual names.

NOTE: Columns A and B and Row 4 are hidden for NWRPCA administrative purposes.

Column C – Position Titles: The position titles portion of the survey is broken into two sections: Administrative Positions and Clinical Positions. Each section uses commonly accepted titles and is listed alphabetically.

- Use the **Administrative Positions** section to list employees typically without clinical responsibilities.
- Use the **Clinical Positions** section to list employees with clinical responsibilities. Report physicians under each specialty (e.g., Family Practice with OB duties, Internal Medicine, Pediatrics, etc.). If the specialty is not listed, please use "Physician – Other".
- **Refer to section G. SUMMARY JOB DESCRIPTIONS** (page 9 of this instructions document, or as seen in a pop-up box when you hover over a title in the survey tool) 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).

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

• ADDITIONAL DATA ENTRY NOTES:

- If you have a position title that is not listed, use the commonly accepted title or list the position under "Other Administrative" or "Other Clinical" at the end of each section.
 - Please do not change the existing position titles. Please do not use acronyms.
- **Please list only ONE position per line (maximum of 1.0 FTE).**
- If there are not enough lines to list all of your employees for a position title, feel free to add additional lines to the table (copy a sample row and insert the copied cells into the list of similar position titles).
- In many cases we have given you multiple lines to list multiple employees under the same title. If you have one or no employee(s) for any title, please leave the other lines blank.
- For some titles you will be asked to "List type:" (e.g., for "Coordinator, Program", "Manager, Program", any "Other" title, etc.); **please enter additional identifying details in column D.**
- For some titles you will be asked to "List credentials" (e.g., RN, LCSW, MD, DO, PA-C, FNP, etc.); **please enter the credentials held by the employee in column D.**

Column D – List Position Type/Credentials: Please provide details about the type of employee and/or the employee's credentials as indicated within the position title in the tool. Note that cells in Column D will be highlighted in yellow if this information is required.

Column E – 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.
- 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).

Column F – Current Annual BASE SALARY: Please enter the annual base pay paid to each individual, to correspond with the FTE provided in Column E. Do NOT include bonuses, incentive payments, differential pay, overtime pay, etc. (these are included in Column G - Current Annual ADDITIONAL PAY); also, do NOT include items such as parking reimbursement, continuing education pay, dues and licensure payments, relocation costs, etc.

- 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)

Column G – Current Annual ADDITIONAL PAY: Please enter the annual amount of bonuses, incentives, differentials, and/or overtime paid to each individual. Do NOT include items such as parking reimbursement, continuing education pay, dues and licensure payments, relocation costs, etc.

- 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 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 I).
- 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 L to the right of each entry.
- If your organization does not utilize these additional pay categories (or is unable to track them), you may leave this column blank.

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

Column H – Current Annual TOTAL PAY: Please enter the annual base pay PLUS annual additional pay (e.g., bonuses, incentives, differentials, overtime, etc.) paid to each individual. Do NOT include items such as parking reimbursement, continuing education pay, dues and licensure payments, relocation costs, etc.

- Each entry should be calculated to equal the **annual** total pay; see similar note for Column F (Current Annual BASE SALARY).
- This information is REQUIRED. Note that Column F (Current Annual BASE SALARY) plus Column G (Current Annual ADDITIONAL PAY) **MUST equal** Column H (Current Annual TOTAL PAY).

Column I – 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 F (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.

Column J – 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 previous to, the survey’s “date of completion” as indicated on Tab 1 under “CONTACT INFORMATION.”

Column K – 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 L – 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 G (Current Annual ADDITIONAL PAY). Only complete this cell if you are reporting Additional Pay for the employee in Column G. If you are reporting Additional Pay for the employee in Column G, this information is required.

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).*

Part 1 – Health, Dental, Life, Disability, and Retirement: 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).

- If your health center does NOT offer employees access to a plan, check column B.
- If your health center DOES offer employees access to a plan, indicate your organization’s level of cost sharing for each group of employees (see below, page 4, 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.

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

Part 1 – Health, Dental, Life, Disability, and Retirement, continued:

- 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 9-11 (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.).
- Use the text boxes in rows 17-20 to describe the major components of your company's retirement 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 time off policies, providing a minimum and maximum number of hours per year allowed for vacation leave, sick leave, personal leave, and Paid Time Off (PTO) Bank, and number of paid holidays (not including floating holidays) and paid floating holidays allowed per year, **based on your policy for that benefit.** 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 days 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.

Part 3 - Additional Benefits: Indicate whether your organization provides monetary contribution toward selected additional benefits.

- If your health center does NOT offer monetary contribution 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 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.
- Enter details about any additional benefits offered in the text box provided in row 41.

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

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

Expanded Benefits Staff Type Definitions, continued:

- **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 turnover data for **full-time and part-time permanent employees (excluding temporary workers and contractors)**. It is intended to be an easy tool to help you track turnover rates at your health center for 2019.

NOTE: Column A and Rows 4-5 are hidden for NWRPCA 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 2019 turnover data for your health center in the fourth tab of the spreadsheet. Please complete the survey in the electronic format provided, noting that the spreadsheet is designed to compute figures in the gray cells for you based on your other entries (e.g., Total Separations in Column E, Turnover Rates in Column G, and the figures for Clinical Provider Staff in Row 13, Clinical Advanced Practice Provider Staff in Row 17, Clinical Support Staff in Row 22, and All Staff in Row 23).

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
- **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)

C. Instructions for Completing the Turnover Survey Tool (Tab 4), continued

Turnover Survey Definitions, continued:

- **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), Other Behavioral/Mental Health Support Staff
 - **Other Clinical 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 2019:** Can be figured one of two ways:
 1. (# of employees Jan. 1, 2019) + (# of employees Dec. 31, 2019) / 2
 2. (SUM of the # of employees at the beginning of each month in 2019) / 12

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

The Organizational and Recruitment & Retention Information section of this survey, found on **TAB 5** (entitled **5-SurveyTool-OrgR&RI** info), asks a list of questions about your organization’s budget, projected expenses, and location, as well as current recruitment and retention issues and practices. Please provide information based on the actual day that you are completing the survey.

ORGANIZATIONAL INFORMATION INSTRUCTIONS

#1 – 2020 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 below 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

D. Instructions for Completing the Organizational and R&R Information Survey Tool (Tab 5), continued

RECRUITMENT & RETENTION INFORMATION INSTRUCTIONS

#4 – 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.

#5 – 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.

F. INSTRUCTIONS FOR DOUBLE-CHECKING AND SUBMITTING DATA

Before submitting your data to Alexcia DeVasquez at 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 Information” (Tab 1):
 - All contact information is required.
 - You must provide the date completed.
- Double-check your “Salary/Benefits” entries (Tab 2):
 - Have you forgotten FTE amounts for any employees?
 - Have you provided an FTE but forgotten to fill in the salary, benefits, etc. information?
 - If you provided a dollar amount for Additional Pay (in Column G), have you provided details describing the type of additional pay in Column L?
 - Is the “Current Annual Benefits” cell (Column I) 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 J 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 K?
 - If you’ve reported any employees under an “Other” category, have you provided explanatory details in Column D? (If applicable, Column D will be highlighted in yellow.)
 - For employees reported under selected Administrative and Clinical titles (e.g., any “QI/Quality” titles, “Behavioral Health Provider, Pre-Licensure,” “Case Manager,” “Counselor, Addiction,” all “Director,” all “Other” titles, etc.), have you also provided the employee’s credentials in Column D? (If applicable, Column D will be highlighted in yellow.)
- 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 to what each of your 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 “Organizational & R&R” entries (Tab 5):
 - Responses are REQUIRED for Questions #1, #2, and #3 (the “organizational” questions). Please ensure you have entered your organization’s information.
 - Have you provided information under the additional R&R questions? Please note that “unknown” is an acceptable answer.

**When you are finished, and by Monday, June 15, 2020,
email your completed spreadsheet to Alexcia DeVasquez (adevasquez@nwrpca.org).**

Alexcia DeVasquez

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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 title in the "List Position Type/Credentials" column (column D). For Clinical "Other" position titles, please also provide the employee's credentials.

Click Directly To:

ADMINISTRATIVE TITLES Pages 10-26
CLINICAL TITLES Pages 26-42

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: 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 Systems Administrator, Systems Administrator, IT Network Administrator, etc.

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 identified

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: None identified

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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Development Assistant, Marketing Assistant, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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).

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, Patient Accounts Specialist, Billing Clerk

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, etc.

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. *If using this title, please enter the employee's credentials (if any) in column D 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 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: None indicated

Note: Do not use this title for Clinical "Case Manager" employees (listed separately within the Clinical Titles section).

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: Medical Records Technician, etc.

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 Specialist, etc.

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.

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: Medical Billing Coder, etc.

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, etc.

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, 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: Recruiter, Payroll Coordinator, Benefits Coordinator, etc.

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 column D 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 "Outreach Staff, Homeless/Migrant/Etc." and "Manager, Program; e.g. Homeless, Migrant, Volunteer, etc." titles (listed separately).*

Coordinator, QI/Quality Specialist

Typical Core Duties: Coordinates daily activities relating to one or more of the organization's quality programs, which may include efforts relating to quality assurance/improvement, risk management, corporate compliance, HIPAA privacy, accreditation, clinical measures, etc. *If using this title, please enter the employee's credentials (if any) in column D 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; 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, 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, etc.

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, 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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Development Coordinator, Marketing Coordinator, Operations Coordinator, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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, Clinical Informatic Specialist, etc.

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, etc.

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, Vice President of Development, Director of Planning and Development, etc.

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, 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, etc.

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, Vice President of Finance, Executive Vice President of Finance, etc.

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).

Director, Fiscal (Other) (NEW Title in 2020)

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 column D 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: Director of Finance, Director of Accounting, Director of Revenue Cycle, Director of Financial Planning, Assistant Financial Officer, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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

G. Summary Job Descriptions, Administrative Titles, continued

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: Human Resources Director, Vice President of Human Resources, Chief Workforce Officer, Recruitment Intervention Director, Human Resources Officer, etc.

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) (NEW Title in 2020)

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 column D 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: Recruitment Director, Training Director, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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, etc.

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, Information Technology (Other) (NEW Title in 2020)

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 column D 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: Chief Information Officer, Director of Information Technology, Health Information Technology Director, Information Technology Director, MIS/Information Systems Director, Vice President of Information Systems, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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: Operations Director, Chief Operating Officer, Vice President of Operations, Operations Officer, etc.

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, Operations (Other) (NEW Title in 2020)

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 column D 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: Operations Director, Business Operations Director, Site Operations Director, Director of Clinical Operations, Associate Director of Operations, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

G. Summary Job Descriptions, Administrative Titles, continued

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 column D 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: Learning Partners Director, Director of Nutrition Services, Health Care for the Homeless Director, Vice President of Education, etc.

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, QI/Quality

Typical Core Duties: Creates overall strategy and sets health center programming for quality and compliance programs, including efforts relating to quality assurance, risk management, corporate compliance, HIPAA privacy, 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. *If using this title, please enter the employee's credentials in column D 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+ years of experience; no licenses/certifications

Possible Titles/Variations: Quality Improvement Director, Vice President of Quality Assurance, Quality Assurance Director, Corporate Compliance Director, etc.

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 (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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Deputy Director, Chief Legal Officer, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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: None indicated

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

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, including Electronic Medical Records systems and related reporting. 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, EMR Support Specialist, IS Help Desk Technical Support Specialist, IT Technician, etc.

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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Web Developer, Programmer, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

Note: Do not use this title for "Administrator, Information Technology," "Data Analyst," "Data Entry," "Director, Information Technology/CIO," "Information Technology Support Staff," or "Manager, Information Technology" (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 column D 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, etc.

Note: Report only paid administrative internship 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/Appt. 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 identified

G. Summary Job Descriptions, Administrative Titles, continued

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

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, etc.

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: Outreach and Enrollment Manager, etc.

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, 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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Finance Manager, Revenue Manager, Accounting Manager, Business Manager, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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

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: None identified

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, 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: 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, 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: 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.

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 column D 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: 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.

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

Manager, QI/Quality

Typical Core Duties: Manages activities relating to the organization's quality and/or compliance programs, which may include efforts relating to quality assurance/improvement, risk management, corporate compliance, HIPAA privacy, 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. See "Note(s) about Position Level" below. If using this title, please enter the employee credentials in column D 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, Master's degree may be preferred; 3+ years of experience; no licenses/certifications

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 (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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Marketing Manager, Development Manager, Grants Manager, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

G. Summary Job Descriptions, Administrative Titles, continued

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.) in column D 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: None indicated

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: Outreach and Enrollment Specialist, Eligibility Program Specialist, Outreach Representative, Certified Application Counselor, Health Coverage Guide, Marketplace Manager, Eligibility Technician, Eligibility Coordinator, etc.

Patient Navigator

Note: *Please report data under "Care Coordinator/Patient Navigator" listed separately.*

Patient Rep./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, etc.

Receptionist/Front Desk/Appt. 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: Scheduler, Operator, etc.

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

G. Summary Job Descriptions, Administrative Titles, continued

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, etc.

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. 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, etc.

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, 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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Payroll Supervisor, Accounting Supervisor, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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.

G. Summary Job Descriptions, Administrative Titles, continued

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, etc.

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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Clerical Supervisor, Determination Supervisor, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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 identified

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 identified

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, etc.

G. Summary Job Descriptions, Administrative Titles, continued

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 column D of the Salary/Benefits tool.*

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

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." If used, provide information about the title in the "List Position Type" column (column D).

CLINICAL TITLES

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: Registered Dental Assistant with Expanded Functions, etc.

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 identified

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, 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 "Assistants, Other (Clinical)" and provide additional identifying details in the "List Position Type" column (column D).

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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Radiology Assistant, Ultrasound Assistant, Dispensary Assistant, Physical Therapist Assistant, Retinal Project Assistant, etc.

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. If used, provide information about the title in the "List Position Type" column (column D).

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 column D 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." If used, provide information about the title in the "List Position Type" column (column D).

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

Behavioral Health Provider, Pre-Licensure

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 column D 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: Behavioral Health Therapist – Provisional, Integrated Care Assessment Specialist, etc.

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

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 column D 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: Medical Home Case Manager, Prenatal Case Manager, Family and Vets Case Manager, Maternal Child Health Case Manager, Diabetes Case Manager, etc.

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

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 the employee's credentials in column D 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: Ryan White Program Coordinator, Audiology Program Coordinator, etc.

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 and employee credentials, in column D of the Salary/Benefits tool.*

Possible Titles/Variations: Nursing Coordinator, MA Coordinator, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

G. Summary Job Descriptions, Clinical Titles, continued

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 column D 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: Behavioral Health Provider, etc.

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

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.*

G. Summary Job Descriptions, Clinical Titles, continued

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 column D 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: Director of Psychiatry, Director of Mental Health, Behavioral Health System Director, Substance Treatment Services Director, Director of Integrated Behavioral Health, etc.

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) (NEW Title in 2020)

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 credentials in column D 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, etc.

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/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 column D 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: Dental Director, Chief Dental Officer, Vice President of Dental Services, Executive Vice President of Dental Services, Oral Health Director, etc.

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 (Associate) (NEW Title in 2020)

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 credentials in column D 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, Site Dental Director, etc.

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. *If using this title, please enter the employee credentials in column D 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, Medical Director, Clinical Director, Vice President of Medical, Executive Vice President of Medical, Vice President of Medical Services, Vice President of Clinical Services, etc.

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 (Associate)

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 credentials in column D 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, Site Medical Director, etc.

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, 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 column D 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 column D 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, etc.

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 column D of the Salary/Benefits tool.*

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

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." If used, provide information about the title in the "List Position Type" column (column D).

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.*

G. Summary Job Descriptions, Clinical Titles, continued

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 and current level of education) in column D 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, etc.

Note: Report only paid clinical internship 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 column D 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 and credentials, in column D of the Salary/Benefits tool.*

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. "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 title in the "List Position Type" column (column D).

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, Registered Medical Assistant, Clinic 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: Medical Assistant, Clinic 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, etc.

G. Summary Job Descriptions, Clinical Titles, continued

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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Naturopath, Ophthalmologist, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).

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

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

G. Summary Job Descriptions, Clinical Titles, continued

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: Behavioral Health Provider, etc.

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: Therapist, Behavioral Health Provider, Mental Health Clinician, etc.

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

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, etc.

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, Clinical Titles, continued

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, etc.

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: Lead Nurse, etc.

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, Clinical Titles, continued

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 and credentials, in column D 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." If used, provide information about the title in the "List Position Type" column (column D).

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, etc.

G. Summary Job Descriptions, Clinical Titles, continued

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 "List Position Type" column (column D).*

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, etc.

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: Sonography Technician, Sonographer, etc.

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 column D of the Salary/Benefits tool.*

Supervisory Responsibility: Variable

Budget Responsibility: Variable

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: Radiology Technologist, Ultrasound Technologist, Medical Technologies, etc.

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, Behavioral Health Provider, Mental Health Clinician, etc.

G. Summary Job Descriptions, Clinical Titles, continued

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 column D of the Salary/Benefits tool.*

Possible Titles/Variations: Physical Therapist, Radiologist, Respiratory Therapist, Visual Rehab Therapist, etc.

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." If used, provide information about the title in the "List Position Type" column (column D).