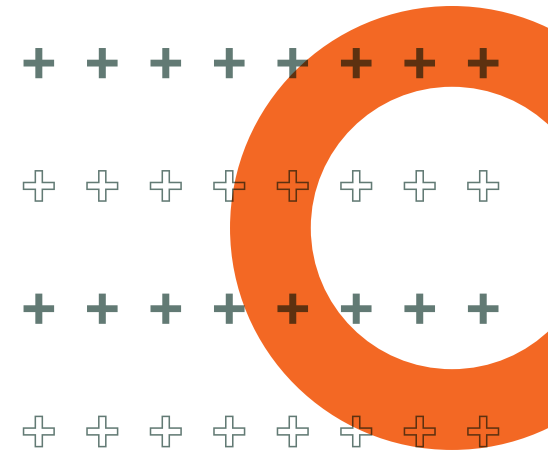


CAREER PATHWAYS AND COMPETENCY MAPS



HEALTHCARE

**EDUCATION
WORK**

INDUSTRY-WIDE FOUNDATIONAL COMPETENCIES

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



HEALTHCARE: INDUSTRY-WIDE FOUNDATIONAL COMPETENCIES

PERSONAL EFFECTIVENESS COMPETENCIES

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

- ⓧ **Reliable**
- ⓧ **Positive Attitude**
- ⓧ **Communications**
- ⓧ **Problem Solver**
- ⓧ **Cleanliness**
- ⓧ **Care for Others**
- ⓧ **Adaptable**
- ⓧ **Friendly**

EDUCATION COMPETENCIES

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

- ⓧ **Medical Terminology**
- ⓧ **Privacy Regulations**
- ⓧ **Workflow Management**
- ⓧ **Compliance**
- ⓧ **Health Care Insurance**
- ⓧ **Customer Service**
- ⓧ **Telemarketing/Call Center**
- ⓧ **Communication**
- ⓧ **Finance**
- ⓧ **Insurance**
- ⓧ **Medical/Safety/Risk Protocols**
- ⓧ **Risk and Fraud Practices and Prevention**
- ⓧ **Record Maintenance**

WORKPLACE COMPETENCIES

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

- ⓧ **Attention to Detail**
- ⓧ **Communication**
- ⓧ **Coordination**
- ⓧ **Creativity**
- ⓧ **Initiative**
- ⓧ **Integrity**
- ⓧ **Manual Dexterity**
- ⓧ **Monitoring**
- ⓧ **Quality Control Analysis**
- ⓧ **Responsibility**
- ⓧ **Speaking**
- ⓧ **Terminology**
- ⓧ **Time Management**
- ⓧ **Understand Expectations and Standards**
- ⓧ **Confidentiality**



HEALTHCARE

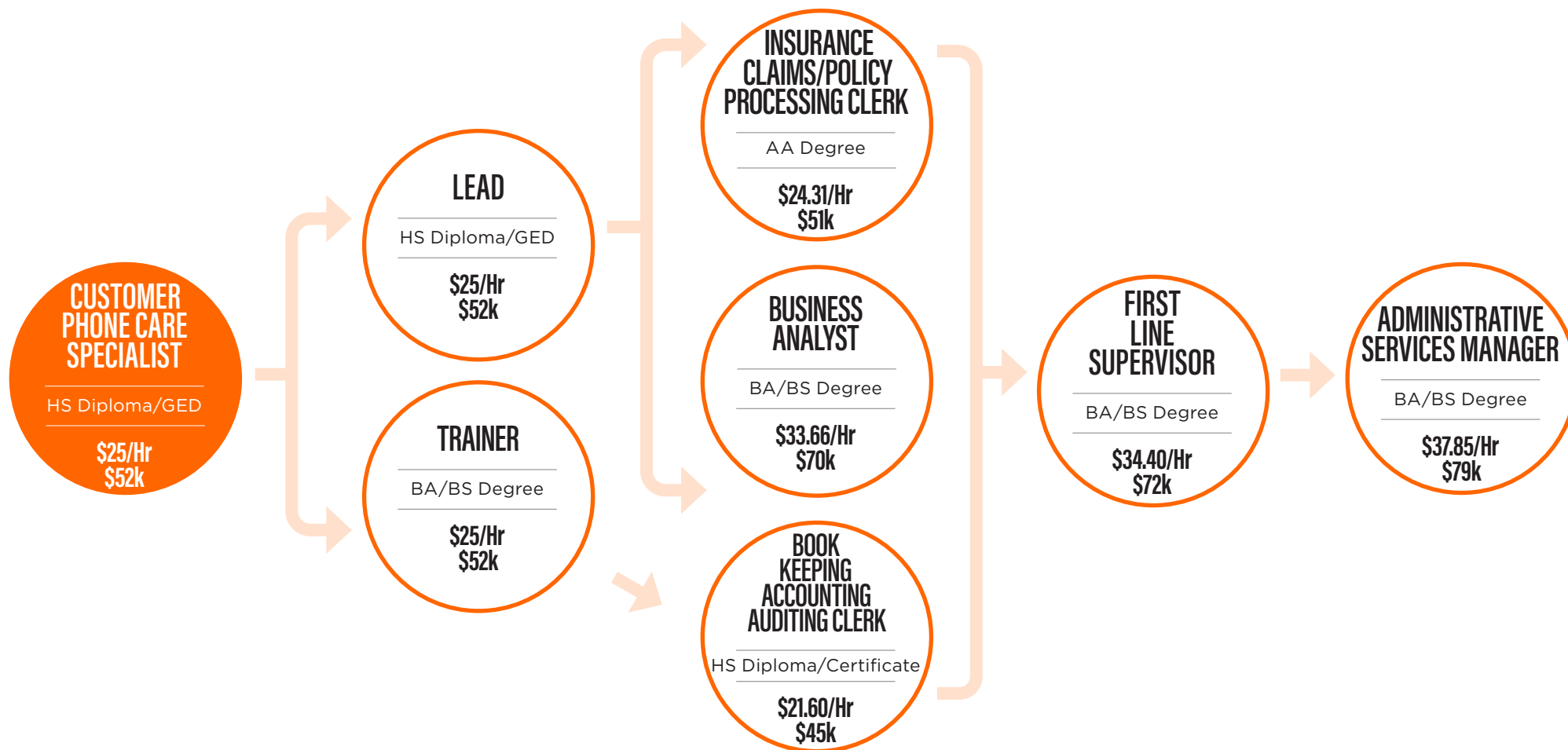
CUSTOMER PHONE CARE SPECIALIST

JOB DESCRIPTION	Perform duties such as assisting customer account inquiries like resetting passwords, arranging payments and general questions.
KEY FOUNDATIONAL COMPETENCIES	Communication, Compliance, Contact, Delivery, Document transactions, Explain, Obtain information, Maintain records, Health care insurance
TRANSFERABLE SKILLS	Customer Service, Communications, Clerical Tasks, Detail Oriented, Organizational Skills, Computer Skills/Typing, Data Management/Integrity, Management, Self-Motivation, Computer Literacy, Problem Solving
SALARY RANGE	Entry Level: \$37,000-\$55,000
CREDENTIALS	Required: HS Diploma Varies by Employer: HS Diploma/GED preferred Valid Driver's License
WORK EXPERIENCE	Entry Level: 0-1 Years
OTHER JOB TITLES/ROLES	Telemarketer, Telemarketing Sales Representative, Telephone Sales Representative (TSR), Telephone Service Representative (TSR), Telesales Representative, Telesales Specialist



CUSTOMER PHONE CARE SPECIALIST PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The highlighted circle represents the critical occupation.





HEALTHCARE

LEAD

JOB DESCRIPTION

This role is responsible for providing a high level of support for both the contact center agents and the client, monitoring quality assurance daily, upskill training, and ensuring schedules and attendance are kept organized. This role is critical for ensuring that the agents are consistently motivated, well trained, effectively coached, and have high job performance in a technical environment.

KEY FOUNDATIONAL COMPETENCIES

Experience in handling customer escalations, Customer service to clients, Integrity and professionalism, Dealing with confidential information, Analytical and problem-solving skills, Written, verbal, and interpersonal skills, Team leadership, Multitasking, Perform in a fast-paced environment

TRANSFERABLE SKILLS

Sales, Customer Service, Communications, Detail Oriented, Clerical Work, Organizational Skills, Computer Skills, Management, Computer Literacy, Problem-solving, Data Management/Integrity

SALARY RANGE

Entry Level: \$47,000

CREDENTIALS

Required:
HS Diploma/GED

Varies by Employer:
Technical Certification
BA/BS degree

WORK EXPERIENCE

Entry Level: 1-3 Years

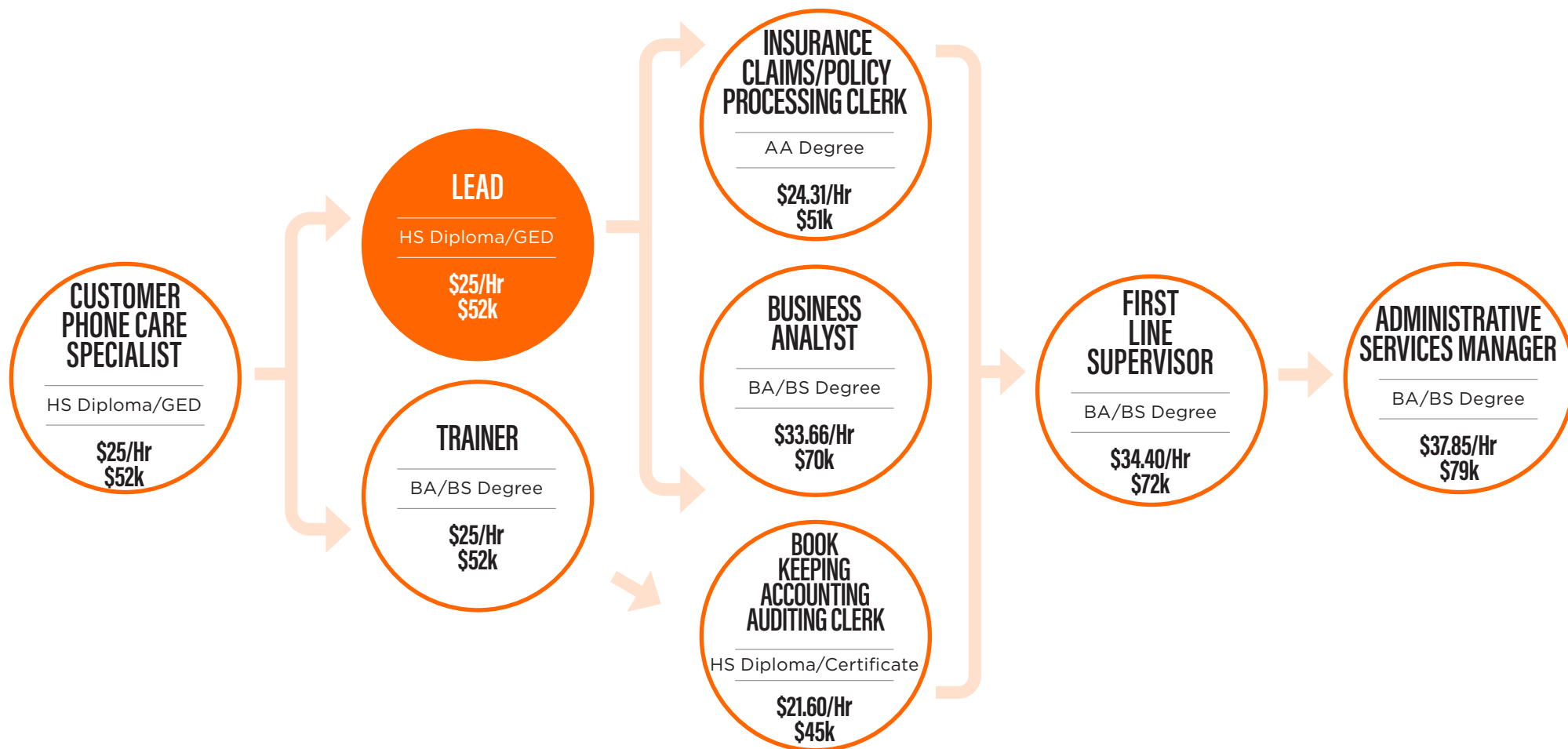
OTHER JOB TITLES/ROLES

Coordinator, Senior, Supervisor in Training



LEAD PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The highlighted circle represents the critical occupation.





HEALTHCARE

TRAINER

JOB DESCRIPTION

The Trainer is responsible for training strategy, curriculum, and execution. This role ensures that the client's training requirements are consistently met. This role is critical to ensure that students are prepared for their job responsibilities and understand the mission and purpose of their work.

KEY FOUNDATIONAL COMPETENCIES

Knowledgeable about existing and emerging training methods/tools, Call center systems and performance statistics, Coaching and mentoring experience, Strong verbal and written communication, Presentation skills, Able to multitask effectively, Experience in client communication, Representing training and quality programs

TRANSFERABLE SKILLS

Instructing, Speaking, Learning Strategies, Active Listening, Social Perceptiveness

SALARY RANGE

Entry Level: \$47,000

CREDENTIALS

Varies by Employer:
BA/BS degree

WORK EXPERIENCE

Entry Level: 0-3 Years
2-3 years previous contact/call center experience preferred

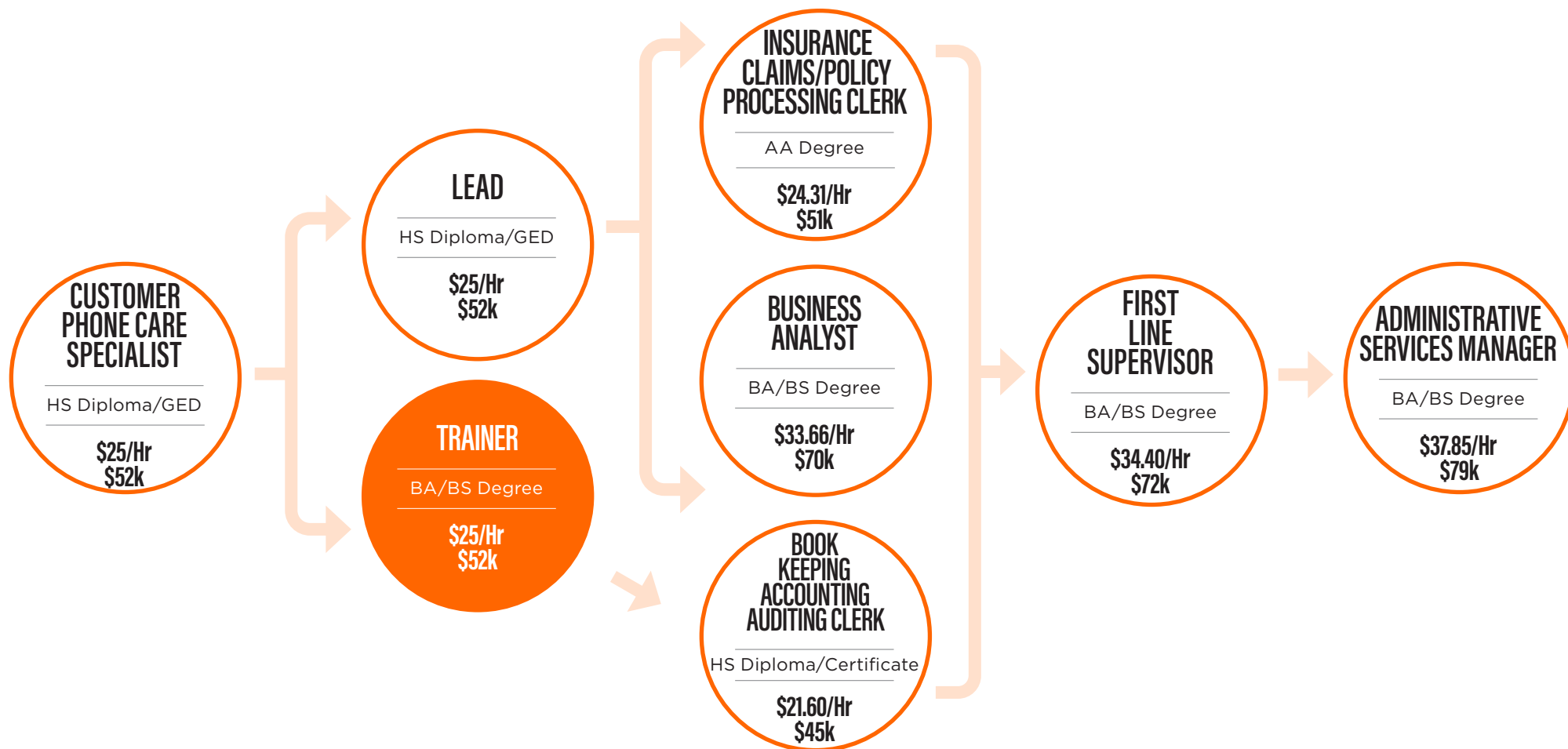
OTHER JOB TITLES/ROLES

Computer Training Specialist, Corporate Trainer, Job Training Specialist, Leadership Development Specialist, Learning and Development Consultant, Learning and Development Specialist (L and D Specialist), Management Development Specialist, Trainer, Training and Development Consultant, Training Specialist



TRAINER PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The highlighted circle represents the critical occupation.





HEALTHCARE

INSURANCE CLAIM AND POLICY PROCESSING CLERK

JOB DESCRIPTION

Process new insurance policies, modifications to existing policies, and claims forms. Obtain information from policyholders to verify the accuracy and completeness of information on claims forms, applications and related documents, and company records. Update existing policies and company records to reflect changes requested by policyholders and insurance company representatives.

KEY FOUNDATIONAL COMPETENCIES

Customer and Personal Service, Administration, Communication, Computer Systems

TRANSFERABLE SKILLS

Reading Comprehension, Time Management, Written and Verbal Communication, Active Listening, Critical Thinking

SALARY RANGE

Entry Level: \$24,600 - \$50,000

CREDENTIALS

Required:
AA Degree

WORK EXPERIENCE

Entry Level: 1-3 Years

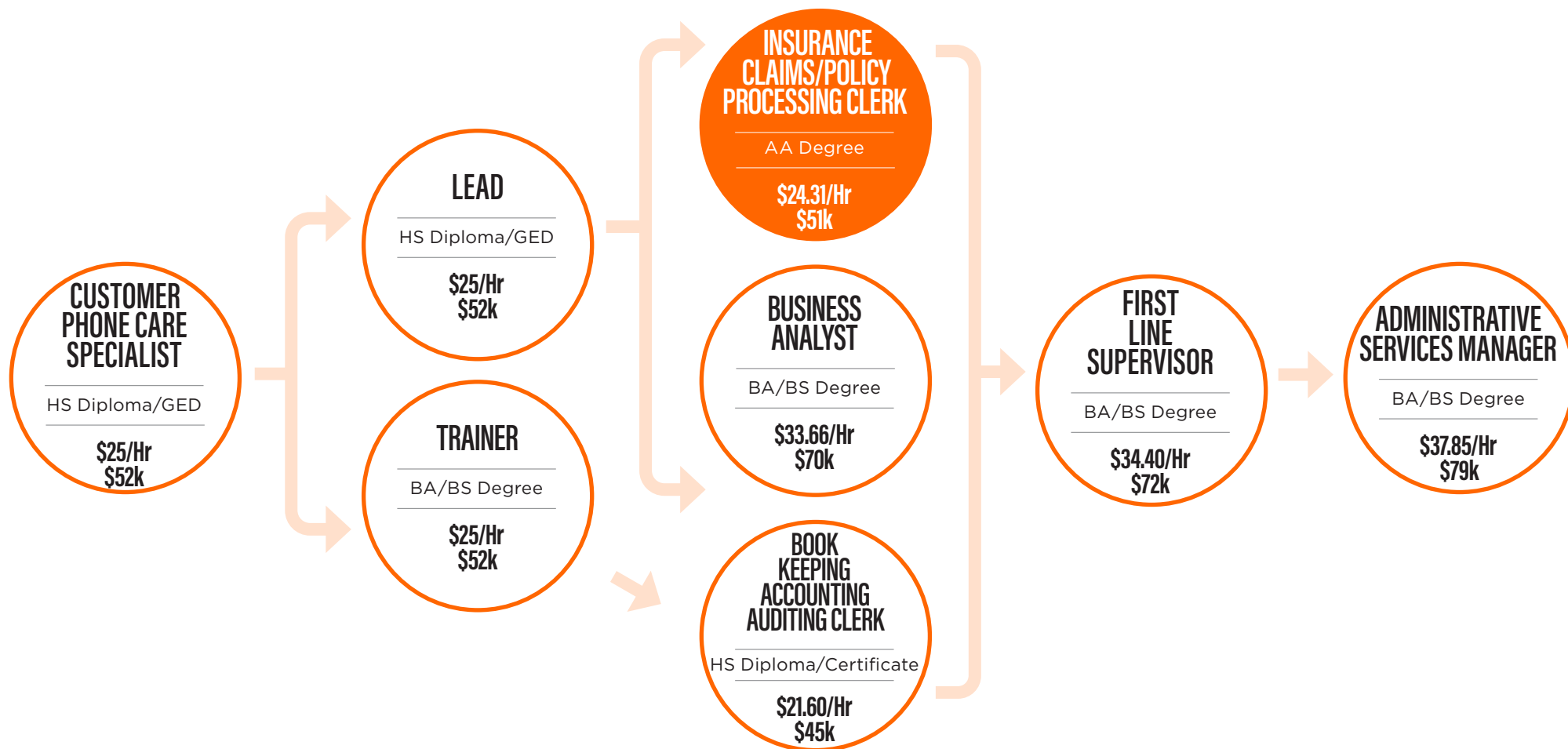
OTHER JOB TITLES/ROLES

Claims Adjudicator, Claims Analyst, Claims Clerk, Claims Customer Service Representative (Claims CSR), Claims Processor, Claims Representative (Claims Rep), Claims Technician (Claims Tech), Insurance Analyst, Policy Analyst, Underwriting Assistant



INSURANCE CLAIMS AND POLICY CLERK PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The highlighted circle represents the critical occupation.



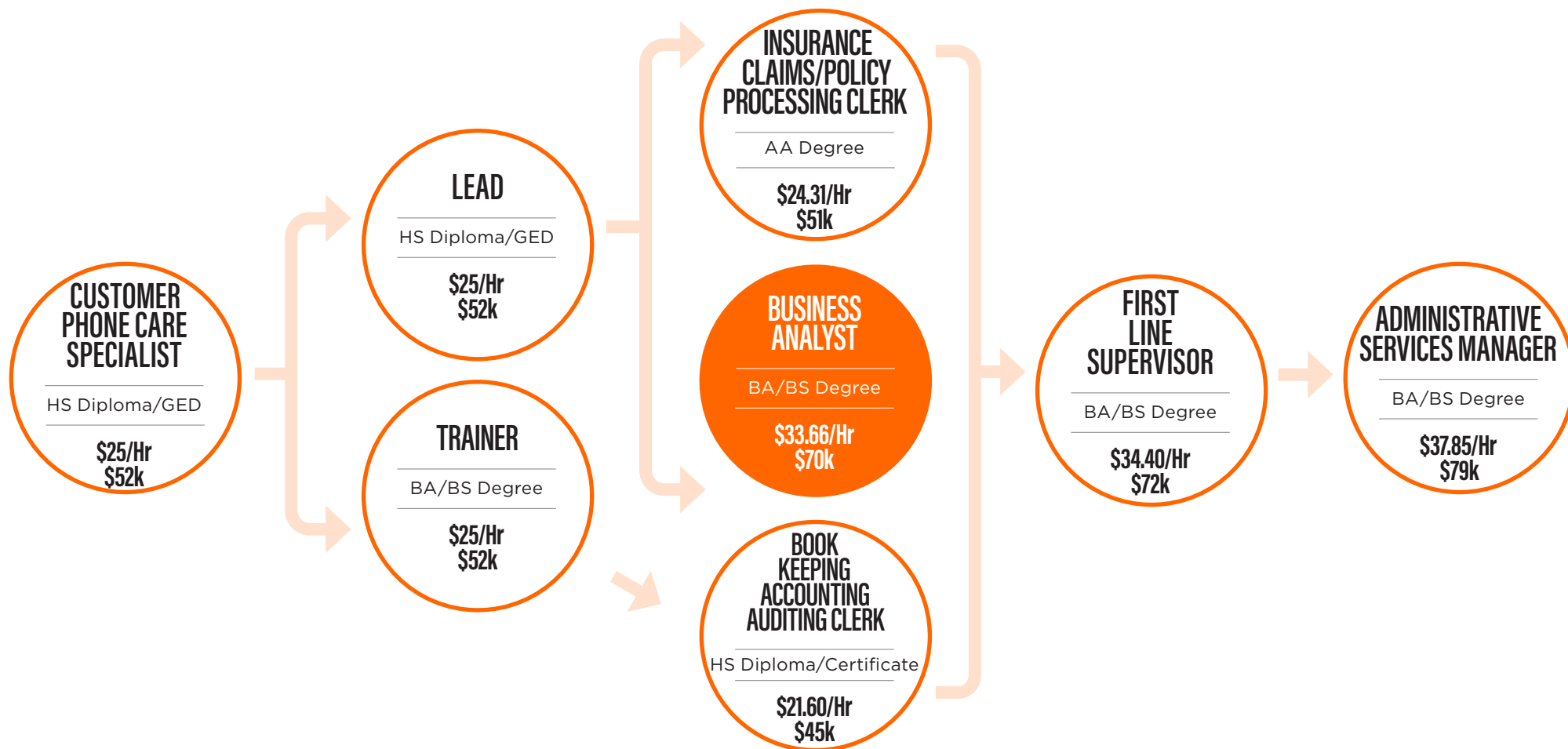


JOB DESCRIPTION	Produce financial and market intelligence by querying data repositories and generating periodic reports. Devise methods for identifying data patterns and trends in available information sources.	
KEY FOUNDATIONAL COMPETENCIES	Administration and Management, Math Computation, Verbal and Written Communication, Computer Software Systems	
TRANSFERABLE SKILLS	Reading Comprehension, Time Management, Written and Verbal Communication, Active Listening, Critical Thinking	
SALARY RANGE	Entry Level: \$55,000-\$75,000	Advanced Level: \$75,000-\$105,000
CREDENTIALS	Required: HS Diploma/GED Varies by Employer: BA/BS Degree	
WORK EXPERIENCE	Entry Level: 0-1 Years	Advanced Level: 3-5 Years
OTHER JOB TITLES/ROLES	Business Intelligence Analyst, Competitive Intelligence Analyst, Data Analyst, Intelligence Analyst, Market Intelligence Analyst, Market Intelligence Consultant, Strategic Business and Technology Intelligence Consultant, Strategist	



BUSINESS ANALYST PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The highlighted circle represents the critical occupation.





JOB DESCRIPTION

Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

KEY FOUNDATIONAL COMPETENCIES

Software in the following areas: Accounting, Cloud Based Data Access and Sharing, Data Base Interface and Query, Enterprise Resource Planning, and Financial Analysis. Basic understanding of Economics.

TRANSFERABLE SKILLS

Reading Comprehension, Time Management, Written and Verbal Communication, Active Listening, Critical Thinking, Mathematics

SALARY RANGE

Entry Level: \$20,000-\$46,000

Advanced Level: \$46,000-\$65,000

CREDENTIALS

Required:
HS Diploma

Varies by Employer:
Post-secondary Certificate
On-the-Job Training

WORK EXPERIENCE

Entry Level: 1-3 Years

Advanced Level: 3-5 Years

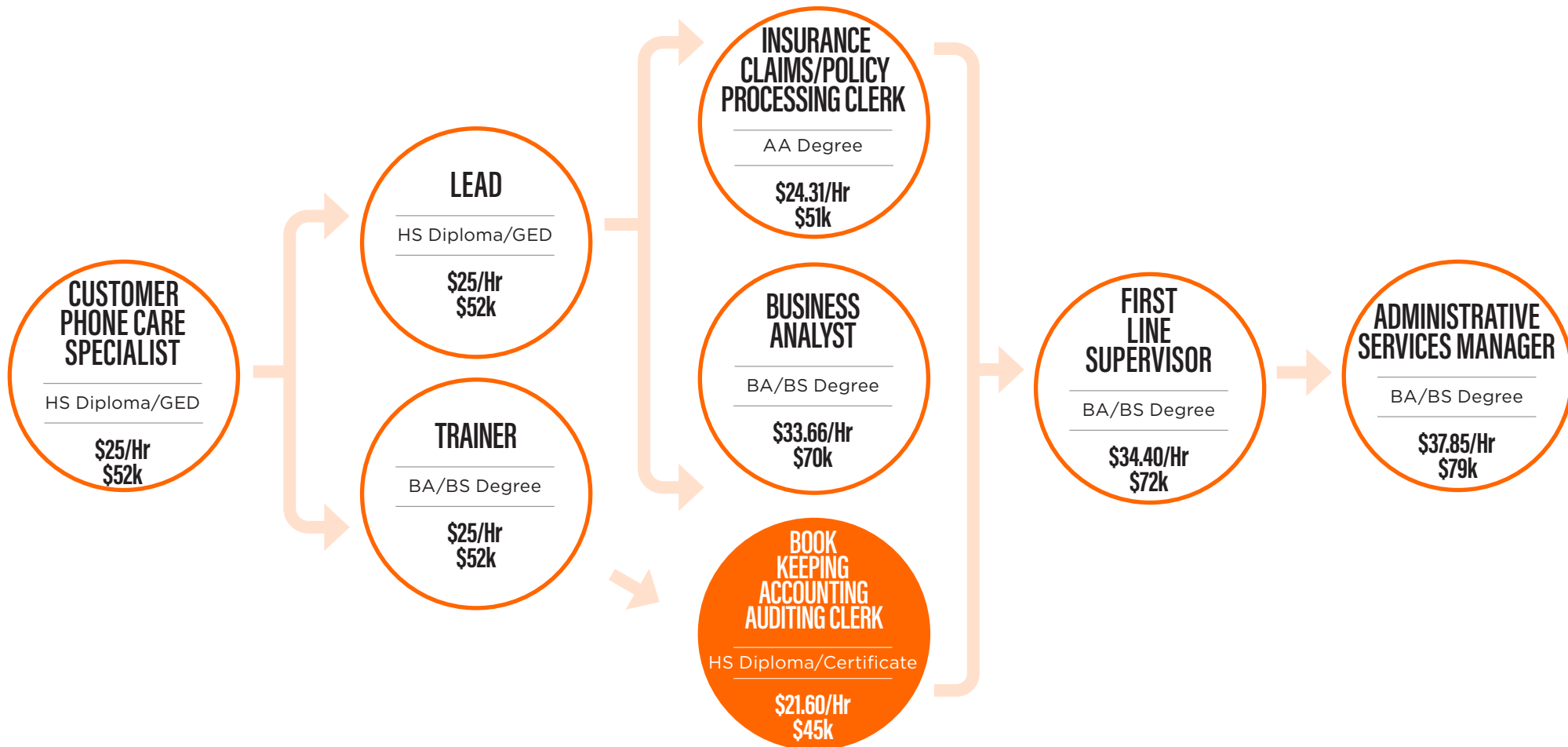
OTHER JOB TITLES/ROLES

Account Clerk, Accounting Assistant, Accounting Associate, Accounting Clerk, Accounting Specialist, Accounting Technician, Accounts Payable Clerk, Accounts Payable Specialist, Accounts Payables Clerk, Accounts Receivable Clerk



BOOK KEEPING, ACCOUNTING, AUDITING CLERK PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The highlighted circle represents the critical occupation.





HEALTHCARE

FIRST LINE SUPERVISOR

JOB DESCRIPTION

Directly supervise and coordinate activities of workers other than retail sales workers. May perform duties such as budgeting, accounting, and personnel work, in addition to supervisory duties.

KEY FOUNDATIONAL COMPETENCIES

Customer and Personal Service, Coordination, Monitoring, Management of Personal Services, Written and Verbal Communication, Economic and Accounting, Personnel and Human Resources

TRANSFERABLE SKILLS

Interpersonal Relationships, Empathy, Patience, Teaching Others

SALARY RANGE

Entry Level: \$45,000-\$60,000

Advanced Level: \$60,000-\$85,000

CREDENTIALS

Required:
HS Diploma

Varies by Employer:
BA/BS Degree

WORK EXPERIENCE

Entry Level: 1-3 Years

Advanced Level: 3-5 Years

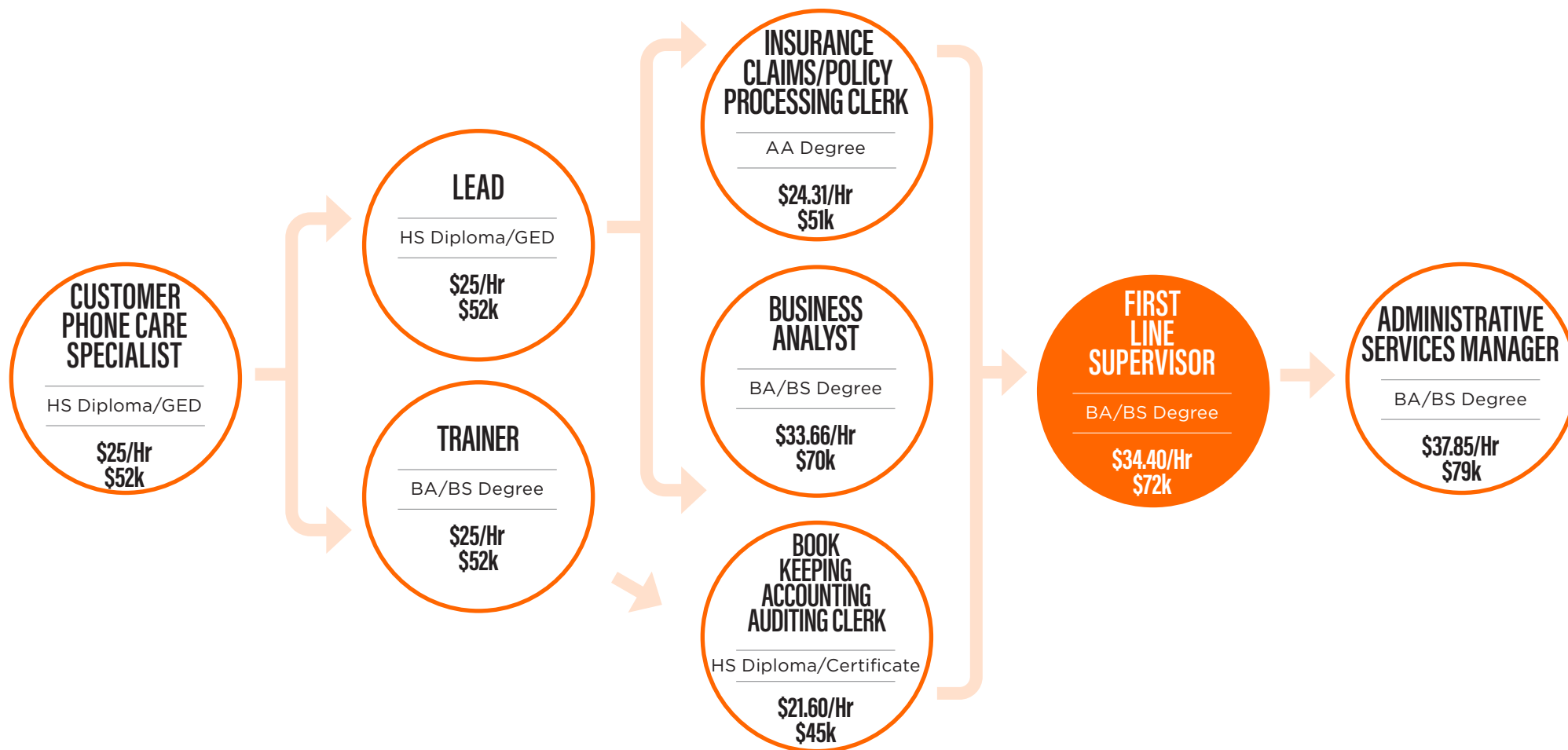
OTHER JOB TITLES/ROLES

Customer Service Department Supervisor, Customer Service Supervisor, Driver Sales Supervisor, Information Center Supervisor, Inside Sales Supervisor, Reservations Supervisor, Sales Department Supervisor, Sales Leader, Sales Supervisor, Sales Team Leader



FIRST LINE SUPERVISOR PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The highlighted circle represents the critical occupation.



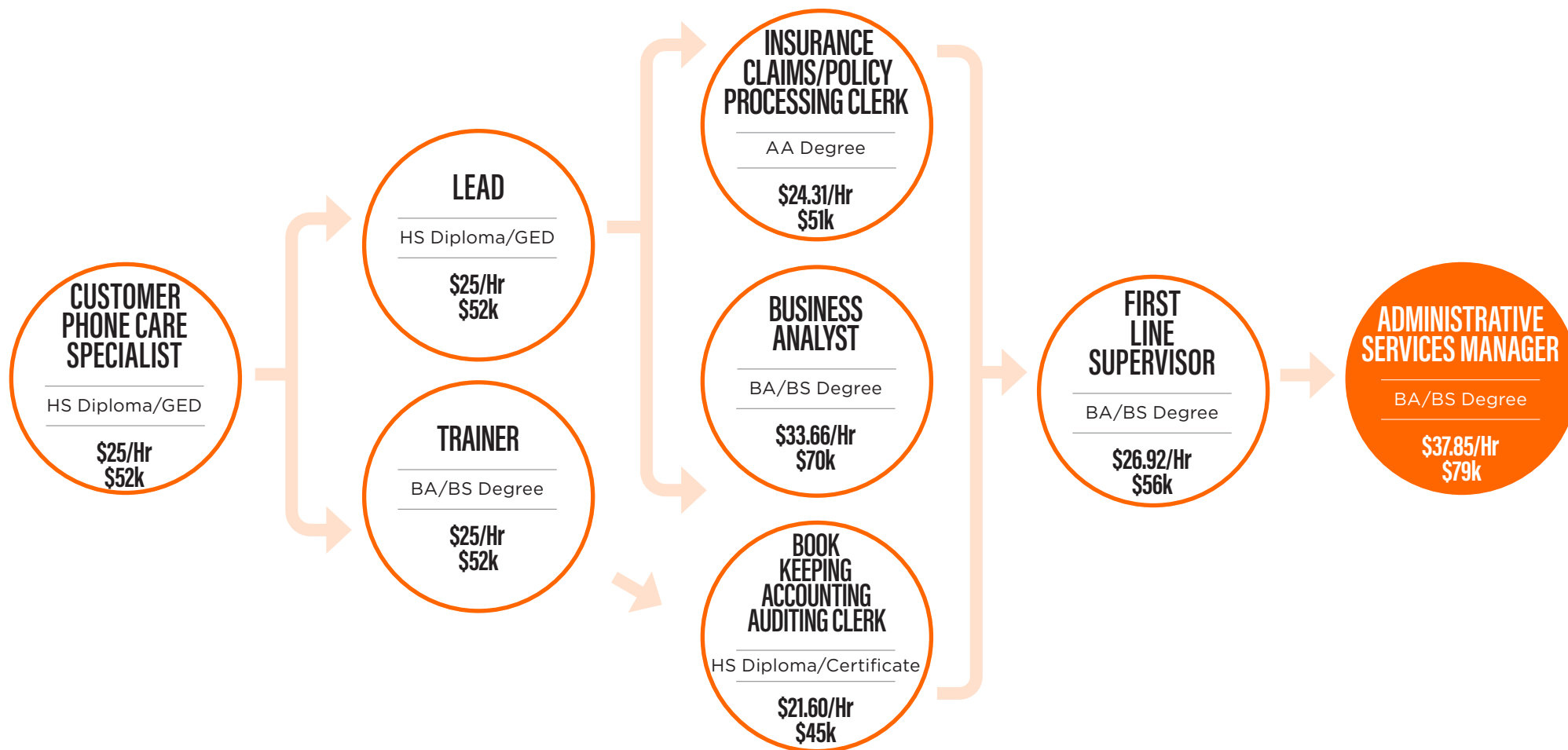


JOB DESCRIPTION	Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, and other office support services.
KEY FOUNDATIONAL COMPETENCIES	Active Listening, Reading Comprehension, Time Management, Written & Verbal Communication, Coordination
TRANSFERABLE SKILLS	Customer & Personal Services, Administration and Management, English Language Writing, Computer & Electronics
SALARY RANGE	Entry Level: \$78,500-\$103,000
CREDENTIALS	Required: BA/BS Degree Varies by Employer: BA/BS Degree
WORK EXPERIENCE	Entry Level: 1-3 Years Advanced Level: 3-5 Years
OTHER JOB TITLES/ROLES	Administrative Coordinator, Administrative Director, Administrative Manager, Administrative Officer, Administrator, Business Administrator, Business Manager



ADMINISTRATIVE SERVICES MANAGER PATHWAY

The pathway below represents a typical career pathway in the ever-changing industry of Healthcare. The highlighted circle represents the critical occupation.



ABOUT EDUCATION AT WORK

Education at Work (EAW) is a nonprofit organization with a critical mission. We help students pay for college, acquire valuable work skills, and build career connections. We bring students, universities, and employers together to build a stronger workforce by empowering students with the confidence and early career skills they need to be successful in the future. EAW partners with Fortune 500 companies to provide college students with resume-worthy work experience in a professional environment as we bridge the gap between what students learn and what employers need. Our students receive an hourly wage, tuition assistance, and professional coaching along with a flexible work schedule. Our goal is that EAW students graduate with less debt and the established experience needed to move into a full-time position in an industry they will thrive in. Learn more at educationatwork.org and stradacollaborative.org.



ABOUT THE COUNCIL FOR ADULT AND EXPERIENTIAL LEARNING

Recognizing that adult learners are the backbone of the U.S. economy, CAEL helps forge a clear, viable connection between education and career success, providing solutions that promote sustainable and equitable economic growth. CAEL opens doors to opportunity in collaboration with workforce and economic developers; postsecondary educators; employers and industry groups; foundations and other mission-aligned organizations. By engaging with these stakeholders, we foster a culture of innovative, lifelong learning that helps individuals and their communities thrive. A membership organization established in 1974, CAEL is a part of Strada Collaborative, a mission-driven nonprofit. Learn more at cael.org and stradacollaborative.org.



EDUCATION
WORK