

NYP & NYP/Q - DSRIP WORKFORCE CATEGORIES

Job Titles	Department of Labor/ Bureau of Labor Statistics Definitions	Educational/Training Requirements	Additional Information
Physicians			
Primary Care	Physicians who diagnose, treat, and help prevent diseases and injuries that commonly occur in the general population. May refer patients to specialists when needed for further diagnosis or treatment.	4 years of undergraduate school, 4 years of medical school, and, depending on specialty, 3 to 8 years in internship and residency programs. State physicians licensure is required; board specialty is optional.	Primary care is considered family practice, general practice, and general internal medicine. Physicians include M.D.s and D.O.s.
Other Specialties (Except Psychiatrists)	Treat injuries or illnesses. Physicians examine patients; take medical histories; prescribe medications; and order, perform, and interpret diagnostic tests. They counsel patients on diet, hygiene, and preventive healthcare. Surgeons operate on patients to treat injuries, such as broken bones; diseases, such as cancerous tumors; and deformities, such as cleft palates.		
Physician Assistants			
Primary Care	Provide healthcare services typically performed by a physician, under the supervision of a physician. Conduct complete physicals, provide treatment, and counsel patients. May prescribe medication.	Must complete an accredited educational program. These programs usually lead to a master's degree. All states require physician assistants to be licensed. Must graduate from an accredited educational program for physician assistants.	In many cases, the specialty of the PA is defined by the setting s/he practices in or the specialty of the supervising physician
Other Specialties	Provide healthcare services typically performed by a physician, under the supervision of a physician. Conduct complete physicals, provide treatment, and counsel patients. May prescribe medication.		
Nurse Practitioners			
Primary Care	Diagnose/treat acute, episodic, or chronic illness, independently or as part of a healthcare team. May focus on health promotion and disease prevention. May order, perform, or interpret diagnostic tests such as lab work and x rays. May prescribe medication.	At least a master's degree in one of the APRN roles. Must also be licensed in their state and pass a national certification exam. NPs must be a licensed RN and certified in at least 1 of 15 specialties in NYS.	In many cases, the specialty of the NP is defined by the setting s/he practices in or the specialty of the collaborating physician
Other Specialties (Except Psychiatric NPs)	Diagnose/treat acute, episodic, or chronic illness, independently or as part of a healthcare team. May focus on health promotion and disease prevention. May order, perform, or interpret diagnostic tests such as lab work and x rays. May prescribe medication.		
Midwives	Diagnose/coordinate all aspects of the birthing process, either independently or as part of a healthcare team. May provide well-woman gynecological care.	Master's degree in one of the APRN roles. Must also be licensed in their state and pass a national certification exam. Must have specialized, graduate nursing education.	
Nursing			
Nurse Managers/Supervisors	Manages the functions of the nursing floor. Responsible for the nurse activity on the floor and they oversee unit policies. They may or may not perform direct patient care. Administers an assigned nursing program or organizational unit with responsibility for planning, selecting and/or devising the methods and policies/procedures to be used and for directing nursing supervisors and/or other personnel in the accomplishment of designated goals. Negotiates interdepartmental resources, and communicates and plans with managers of staff in other departments to ensure effective level of service to the unit/program.	One of three education paths: a bachelor's degree in nursing, an associate's degree in nursing, or a diploma from an approved nursing program. Registered nurses must also be licensed.	May have an additional degree in management, business, or another field
Staff Registered Nurses	Registered nurses (RNs) provide and coordinate patient care, educate patients and the public about various health conditions, and provide advice and emotional support to patients and their family members.		
Other Registered Nurses (Utilization Review, Staff Development, etc.)	RN with responsibility outside of direct care that may involve reviewing charts or developing educational programs.		Additional experience or training may be required, such as in education.
LPNs	Care for ill, injured, or convalescing patients or persons with disabilities in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.	Licensed practical and licensed vocational nurses must complete a state-approved educational program, which typically takes about 1 year to complete. They must also be licensed.	
Clinical Support			
Medical Assistants	Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, and preparing patients for examination as directed by physician.	Postsecondary education such as a certificate. Others enter the occupation with a high school diploma and learn through on-the-job training.	

Nurse Aides/Assistants	Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, or move patients, or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides, and nursing attendants.	In New York State, nurse aides do not need certification to work in hospitals, though many hospitals prefer at least a high school diploma or additional certification in skills such as phlebotomy. In nursing homes, CNAs must complete a state-approved education program and must pass their state's competency exam to become certified.	
Patient Care Techs (Associates)	Provide basic patient care under direction of nursing staff. Perform duties such as feed, bathe, dress, groom, or move patients, or change linens. May transfer or transport patients. Includes nursing care attendants, nursing aides, and nursing attendants.	Many times PCTs/PCAs receive classroom and hands-on training through the hospital or facility that will employ them. Training and education requirements for PCTs/PCAs who work in hospitals or physician offices vary by institution. In some instances, employers may require a high school diploma or an associate degree and will provide on-the-job training. Others may require prior nursing aide experience as an LPN or CNA certificate.	
Clinical Laboratory Technologists and Technicians	Collect samples and perform tests to analyze body fluids, tissue, and other substances.	Technologists need a bachelor's degree. Technicians usually need an associate's degree or a postsecondary certificate. Clinical laboratory technologists and technicians must be licensed in NYS.	Technologists may also supervise technicians.
Behavioral Health (Except Social Workers providing Case/Care Management, etc.)			
Adult Psychiatrists	Physicians who diagnose, treat, and help prevent disorders of the mind in children, adolescents and adults.	4 years of undergraduate school, 4 years of medical school, and, depending on their specialty, 3 to 8 years in internship and residency programs.	
Adult Psychologists	Diagnose and treat mental disorders; learning disabilities; and cognitive, behavioral, and emotional problems in children, adolescents and adults. By using individual, child, family, and group therapies. May design and implement behavior modification programs.	Need a doctoral degree or specialist degree in psychology, a master's degree is sufficient for some positions. Practicing psychologists also need a license or certification.	
Psychiatric Nurse Practitioners	Not listed	Master's degree in one of the APRN roles. They must also be licensed in their state and pass a national certification exam.	Certification as a Psychiatric NP may be required.
Licensed Clinical Social Workers			
Substance Abuse and Behavioral Disorder Counselors	Counsel and advise individuals with alcohol, tobacco, drug, or other problems, such as gambling and eating disorders. May counsel individuals, families, or groups or engage in prevention programs. Excludes "Social Workers" (21-1021 through 21-1029), "Psychologists" (19-3031 through 19-3039), and "Mental Health Counselors" (21-1014) providing these services.	High school diploma to a master's degree, depending on the setting, type of work, state regulations, and level of responsibility. Workers with a high school diploma typically go through a period of on-the-job training.	
Other Mental Health/Substance Abuse Titles Requiring Certification	Any mental health provided not defined above that required a license or certification such as a marriage and family therapist or certified behavior analyst.	Level of education will vary depending on the title and the state's licensure and certification requirements.	
Social and Human Service Assistants	Social and human service assistants provide client services, including support for families, in a wide variety of fields, such as psychology, rehabilitation, and social work. They assist other workers, such as social workers, and they help clients find benefits or community services.	Requirements for social and human service assistants vary, although they typically have at least a high school diploma and must complete a brief period of on-the-job training. Some employers prefer to hire workers who have additional education such as an associate degree or experience.	
Psychiatric Aides/Techs	Assist mentally impaired or emotionally disturbed patients, working under direction of nursing and medical staff. May assist with daily living activities, lead patients in educational and recreational activities, or accompany patients to and from examinations and treatments. May restrain violent patients. Includes psychiatric orderlies.	Psychiatric technicians typically need postsecondary education, and aides need at least a high school diploma. Both technicians and aides get on-the-job training.	
Nursing Care Managers/ Coordinators/Navigators/Coaches			

RN Care Coordinators/Case Managers/Care Transitions	While there is no standard definition for care/case managers/coordinators, care coordinator/managers will coordinate the needs of assigned patients across multiple providers; develop comprehensive plans to manage care delivery across a continuum of care. Assist in utilization of resources, clinical care, and promote clear communication among care team including treating physicians by ensuring awareness regarding patient care plans. Facilitate patient health education and support patient self-management of disease and behavior modification interventions. Manage high risk patient care including management of patients with multiple co-morbidities or those at high risk of hospital readmission. Facilitate patient treatment adherence based on protocol and providers' orders. Participate as part of team for health outcomes reporting, programmatic evaluation, data collection and clinical audits.		Some agencies/facilities may require an RN degree to fill this role.
LPN Care Coordinators/Case Managers			Some agencies/facilities may require an LPN to fill this role.
Social Worker Case Management/ Care Management			
Bachelors Social Workers	Interviews patients and relatives to obtain social history relevant to medical problems and planning. Assists patients with environmental difficulties that interfere with obtaining maximum benefits from medical care. Serves as liaison between medical and nursing staffs, patients, relatives and appropriate outside agencies. Interprets and assists in resolving social problems that relate to medical condition and/or hospitalization. Requires a Bachelor's degree in Social Work or equivalent.	Bachelor's degree in social work	
Licensed Masters Social Workers	Supervises or performs a variety of services, such as advising on social problems, arranging for discharge or postoperative care at home or in institutions, placement of children in foster homes or adults in nursing homes, financial assistance to patients or families during illnesses and alleviation of anxieties or fears concerning permanent disabilities, disfiguring illnesses or uncertainty about the future.	Social workers are licensed in NYS as either Licensed Clinical Social Workers or Licensed Masters Social Workers. Clinical social workers must have a master's degree and three years of post-master's experience in a supervised clinical setting. Only Licensed Clinical Social Workers can bill for psychotherapy services. Licensed Masters Social Workers do not need	
Social Worker Care Coordinators/Case Managers/Care Transition	While there is no standard definition for care/case managers/coordinators, care coordinator/managers will coordinate the needs of assigned patients across multiple providers; develop comprehensive plans to manage care delivery across a continuum of care. Assist in utilization of resources, clinical care, and promote clear communication among care team including treating physicians by ensuring awareness regarding patient care plans. Facilitate patient health education and support patient self-management of disease and behavior modification interventions. Manage high risk patient care including management of patients with multiple co-morbidities or those at high risk of hospital readmission. Facilitate patient treatment adherence based on protocol and providers' orders. Participate as part of team for health outcomes reporting, programmatic evaluation, data collection and clinical audits.		Some agencies/facilities may require a social worker to fill this role.
Patient Education			
Certified Asthma Educators	A currently certified health care provider whose primary responsibility is the provision of asthma coordination and counseling services. An asthma educator is an expert in educating individuals with asthma and their families on the knowledge and skills necessary to minimize the impact of asthma on their quality of life.	Must be currently licensed or credentialed Physician (MD, DO), Physician Assistant (PA-C), Nurse (RN, LPN, NP), Respiratory Therapist (RRT, CRT), Pulmonology Function Technologists (CPFT, RPFT), Pharmacist (RPh), Social Worker (CSW), Health Educator (CHES), Physical Therapist (PT), or Occupational Therapist (OT) or must have provided a minimum of 1000 hours of direct patient asthma education, counseling, or coordinating services. Must also pass exam by the National Asthma Educator Certification Board, Inc.	Certification is voluntary and not required by law for employment in the field.
Certified Diabetes Educators	Provide and manage health education programs that help individuals, families, and their communities maximize and maintain healthy lifestyles. Collect and analyze data to identify community needs prior to planning, implementing, monitoring, and evaluating programs designed to encourage healthy lifestyles, policies, and environments. May serve as resource to assist individuals, other health professionals, or the community, and may administer fiscal resources for health education programs.	A certified diabetes educator is a professional that meets certain licensure requirements, such as an RN, registered dietitian, or other health care professional who has national CDE certification.	
Health Coach	Empower patients to make behavior and lifestyle changes through physical fitness and nutrition counseling in order to manage/prevent chronic diseases.	Education/training requirements vary widely by industry. Health Coaches are often Certified Personal Trainers. Most positions/settings will provide on-the-job training, but some prefer employee to have Health Coach Certification.	If a HHA or otherwise also functions as a Health Coach, please only count primary role. May also be called Wellness Coaches.

Health Educators	Health educators teach people about behaviors that promote wellness. They develop and implement strategies to improve the health of individuals and communities. Community health workers collect data and discuss health concerns with members of specific populations or communities	Bachelor's degree. Many employers require the Certified Health Education Specialist (CHES) credential.	Some positions/settings may require Master's degree
Non-licensed Care Coordination/Case Management/Care Management/Patient Navigators/Community Health Workers (Except RNs, LPNs, and Social Workers)			
Care Manager/Coordinator	While there is no standard definition for care/case managers/coordinators, care coordinator/managers will coordinate the needs of assigned patients across multiple providers; develop comprehensive plans to manage care delivery across a continuum of care. Assist in utilization of resources, clinical care, and promote clear communication among care team including treating physicians by ensuring awareness regarding patient care plans. Facilitate patient health education and support patient self-management of disease and behavior modification interventions. Manage high risk patient care including management of patients with multiple co-morbidities or those at high risk of hospital readmission. Facilitate patient treatment adherence based on protocol and providers' orders. Participate as part of team for health outcomes reporting, programmatic evaluation, data collection and clinical audits.		
Patient or Care Navigator	Coordinates the care needs of assigned patients and develops comprehensive plans to manage care delivery across the patient care continuum. Partners with patients and their primary physicians to develop customized care plans based on their individual needs and preferences. Collaborates with physicians, nurses, allied health professionals, social work, and others to ensure appropriate tests and treatments are delivered in a timely fashion. Advocates for the patient. Balances care needs and financial considerations to ensure efficient and effective treatments are achieved. <i>Use Nursing (N) Career Band.</i>		
Community Health Worker	Community health workers collect data and discuss health concerns with members of specific populations or communities.	Typically have at least a high school diploma and must complete a brief period of on-the-job training. Some states have certification programs for community health workers.	
Peer Support Worker	Not listed		
Administrative Staff -- All Titles			
Executive Staff	Devise strategies and policies to ensure that an organization meets its goals. They plan, direct, and coordinate operational activities of companies and organizations.	Education/training requirements vary widely by position and industry, many have at least a bachelor's degree and a considerable amount of work experience.	
Financial	Financial managers are responsible for the financial health of an organization. They produce financial reports, direct investment activities, and develop strategies and plans for the long-term financial goals of their organization.	Bachelor's degree and 5 years or more of experience in another business or financial occupation, such as loan officer, accountant, auditor, securities sales agent, or financial analyst.	
Human Resources	Human resources managers plan, direct, and coordinate the administrative functions of an organization. They oversee the recruiting, interviewing, and hiring of new staff; consult with top executives on strategic planning; and serve as a link between an organization's management and its employees.	Combination of education and several years of related work experience to become a human resources manager. Although a bachelor's degree is sufficient for most positions, some jobs require a master's degree. Candidates should have strong interpersonal skills.	
Administrative Support -- All Titles			
Office Clerks/Unit Clerks	General office clerks perform a variety of administrative tasks, including answering telephones, typing or word processing, making copies of documents, and maintaining records.	High school diploma or equivalent. Most learn their skills on the job.	
Secretaries and Administrative Assistants	Secretaries and administrative assistants perform routine clerical and administrative duties. They organize files, draft messages, schedule appointments, and support other staff.	High school graduates with basic office and computer skills usually qualify for entry-level positions. Most secretaries learn their job in several weeks, many legal and medical secretaries require several months of training to learn industry-specific terminology. Executive secretaries usually need several years of related work experience.	
Coders/Billers	<i>Bill and account collectors</i> , sometimes called <i>collectors</i> , try to recover payment on overdue bills. They negotiate repayment plans with debtors and help them find solutions to make paying their overdue bills easier. <i>Medical coder</i> , commonly referred to as <i>health information technicians</i> , organize and manage health information data. They ensure that	High school diploma. A few months of on-the-job training is common. May also include formal education.	

Dietary/Food Service	Daily operation of restaurants and other establishments that prepare and serve food and beverages. They direct staff to ensure that customers are satisfied with their dining experience and the business is profitable.	High school diploma and long-term work experience in the food service industry. However, some receive training at a community college, technical or vocational school, culinary school, or a 4-year college.	
Financial Service Representatives	Securities, commodities, and financial services sales agents connect buyers and sellers in financial markets. They sell securities to individuals, advise companies in search of investors, and conduct trades.	Bachelor's degree is required for entry-level jobs, and a master's degree in business administration (MBA) is useful for advancement	
Housekeeping	Maids and housekeeping cleaners perform general cleaning tasks, including making beds and vacuuming halls, in private homes and commercial establishments.	No formal training or education is required. Most workers learn on the job.	
Medical Interpreters	Convert information from one language into another language. Interpreters work in spoken or sign language; translators work in written language.	At least a bachelor's degree, native-level fluency in English and at least one other language. Many complete job-specific training programs.	
Patient Service Representatives	Patient service representatives work with patients in different health care settings to assist with complaints or issues or to provide information on the services being offered.	Patient service representatives typically need a high school diploma and are trained on the job. They should be good at communicating with people and have some experience using computers. Some organizations may require additional education or training.	
Transportation	Drive ambulance or assist ambulance driver in transporting sick, injured, or convalescent persons. Assist in lifting patients. Emergency medical technicians (EMTs) and paramedics care for the sick or injured in emergency medical settings. People's lives often depend on their quick reaction and competent care. EMTs and paramedics respond to emergency calls, performing medical services and transporting patients to medical facilities.	High school diploma. All emergency medical technicians (EMTs) and paramedics must complete a postsecondary educational program. All states require EMTs and paramedics to be licensed; requirements vary by state.	
Janitors and cleaners			
Janitors and cleaners	Janitors and building cleaners keep many types of buildings clean, orderly, and in good condition.	Janitors and building cleaners do not need any formal educational credential, though some organizations may require a high school education. However, high school courses in shop can be helpful for jobs involving repair work.	
Health Information Technology			
Health Information Technology Managers	Computer and information systems managers, often called information technology (IT) managers or IT project managers, plan, coordinate, and direct computer-related activities in an organization. They help determine the information technology goals of an organization and are responsible for implementing computer systems to meet those goals.	Bachelor's degree in computer or information science, plus related work experience, is required. Many computer and information systems managers also have a graduate degree.	
Hardware Maintenance	Computer, ATM, and office machine repairers install, fix, and maintain many of the machines that businesses, households, and other consumers use.	Knowledge of electronics is essential. Most workers take some postsecondary classes, although some who can demonstrate knowledge may be hired with a high school diploma. Strong communication and customer-service skills are important because these workers often interact with customers to figure out what needs to be repaired.	
Software Programmers	Software developers are the creative minds behind computer programs. Some develop the applications that allow people to do specific tasks on a computer or other device. Others develop the underlying systems that run the devices or control networks.	Bachelor's degree in computer science and strong computer programming skills	
Technical Support	Computer support specialists provide help and advice to people and organizations using computer software or equipment. Some, called computer network support specialists, support information technology (IT) employees within their organization. Others, called computer user support specialists, assist non-IT users who are having computer problems.	Bachelor's degree is required for some computer support specialist positions, but an associate's degree or postsecondary classes may be enough for others.	
Home Health Care			
Certified Home Health Aides	Home health aides help people who are disabled, chronically ill, or cognitively impaired. They often help older adults who need assistance. In some states, home health aides may be able to give a client medication or check the client's vital signs under the direction of a nurse or other healthcare practitioner.	No formal education requirements for home health aides, but most aides have a high school diploma. Home health aides working in certified home health or hospice agencies must get formal training and pass a standardized test.	
Personal Care Aides	Personal care aides help clients with self-care and everyday tasks, and provide companionship. They work in a variety of settings, including patients' homes and larger care communities.	Trained on the job. There are no formal education requirements for personal care aides, but most aides have a high school diploma	
Other Allied Health			

Nutritionists/Dieticians	Evaluate the health of their clients and advise clients on which foods to eat and avoid to improve their health.	Bachelor's degree is required. Most have advanced degrees. Nutritionists may earn the Certified Nutrition Specialist (CNS) credential through a Master's or Doctoral degree and an exam. Dieticians may earn the Registered Dietitian Nutritionist (RDN) credential through a Bachelor's degree and an exam.	May choose to specialize as a clinical, community, or management dietician/nutritionist
Occupational Therapists	Occupational therapists treat injured, ill, or disabled patients through the therapeutic use of everyday activities. They help these patients develop, recover, and improve the skills needed for daily living and working.	Master's degree in occupational therapy. All states require occupational therapists to be licensed or registered.	
Occupational Therapy Assistants/Aides	Help patients develop, recover, and improve the skills needed for daily living and working. Occupational therapy assistants are directly involved in providing therapy to patients, while occupational therapy aides typically perform support activities. Both assistants and aides work under the direction of occupational therapists.	Associate's degree from an accredited occupational therapy assistant program. In most states, occupational therapy assistants must be licensed. Occupational therapy aides typically have a high school diploma or equivalent.	
Pharmacists	Pharmacists dispense prescription medications to patients and offer expertise in the safe use of prescriptions. They also may provide advice on how to lead a healthy lifestyle, conduct health and wellness screenings, provide immunizations, and oversee the medications given to patients.	Doctor of Pharmacy (Pharm.D.), a 4-year professional degree. They also must be licensed, which requires passing two exams	
Pharmacy Technicians	Help licensed pharmacists dispense prescription medication to customers or health professionals.	High school diploma or the equivalent. Learn through on-the-job training, or they may complete a postsecondary education program. Most states regulate pharmacy technicians, which is a process that may require passing an exam or completing a formal education or training program.	
Physical Therapists	Help injured or ill people improve their movement and manage their pain. These therapists are often an important part of rehabilitation and treatment of patients with chronic conditions or injuries.	Need a Doctor of Physical Therapy (DPT) degree. All states require physical therapists to be licensed.	
Physical Therapy Assistants/Aides	Physical therapist assistants (sometimes called PTAs) and physical therapist aides work under the direction and supervision of physical therapists. They help patients who are recovering from injuries and illnesses regain movement and manage pain.	Associate's degree from an accredited physical therapist assistant program. Physical therapist aides generally have a high school diploma and receive on-the-job training.	
Respiratory Therapists	Care for patients who have trouble breathing—for example, from a chronic respiratory disease, such as asthma or emphysema. Their patients range from premature infants with undeveloped lungs to elderly patients who have diseased lungs. They also provide emergency care to patients suffering from heart attacks, drowning, or shock.	Typically need an associate's degree, but some have bachelor's degrees. Respiratory therapists are licensed in all states except Alaska; requirements vary by state.	
Speech Language Pathologists	Speech-language pathologists (sometimes called speech therapists) assess, diagnose, treat, and help to prevent communication and swallowing disorders in patients. Speech, language, and swallowing disorders result from a variety of causes, such as a stroke, brain injury, hearing loss, developmental delay, a cleft palate, cerebral palsy, or emotional problems.	Master's degree. They must be licensed in most states; requirements vary by state	