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# CAREERS IN HEALTHCARE

An Overview  
for ESOL Learners

Developed by Susan Klaw  
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For more detailed information on finding jobs in health careers, you can visit the CareerSolution at 75 Federal Street.

Tel: 617 399 3100

Email: [www.careersolution.org](http://www.careersolution.org)



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# Why jobs in healthcare?



Healthcare is a  
*growth industry.*

One in five private  
sector jobs in  
Boston are in  
healthcare (2014).



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# To get a job in healthcare, you need to...

- have a work permit
- have an HS diploma or GED
- be friendly and be interested in others
- be able to communicate well in English
- have some computer skills
- complete a training or degree program
  - You may need to take an exam to get certified
  - You may need a 2 or 4 year college degree

Commonwealth of Massachusetts  
Department of Fire Services  
BOARD OF FIRE PREVENTION REGULATIONS  
APPLICATION FOR PERMIT TO PERFORM ELECTRICAL WORK

No. of Recurrent Permits		No. of Crd. Insp. (Shelter) Perms.		No. of	
No. of Lighting Permits	No. of the Title	No. of	No. of	No. of	No. of
No. of Electrical Installations	No. of the Title	No. of	No. of	No. of	No. of
No. of Fire Alarms	No. of the Title	No. of	No. of	No. of	No. of
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# What is a training program?

- A program which teaches you skills you need for a specific job
- A program which prepares you for an exam you may need for certification
- A program which gives you some supervised job experience





# Where do I find a training program?

- Some training programs are offered by community organizations like JVS
- Some training programs are offered by community colleges like Bunker Hill Community College

To find out more:

Contact the Career Center closest to you or  
talk to the Education and Career Advisor in your program



# What is a degree program?

- Colleges and universities offer degree programs
- You need an HS degree/GED to apply
- In a degree program, you study more subjects than in a training program
- Degree programs cost \$\$, but financial aid is available
- You can enroll in degree programs full time or part time





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# What are the different degrees?

**Two year programs:**

Associates Degree (AA)

Community Colleges offer  
AA degrees

**Four year programs:** Bachelors  
Degree (BA or BS)

Colleges and Universities  
offer BA or BS degrees

**Graduate programs:**

Masters degree (2 years after BA)

Doctorate degree (4-6 years after BA)

Universities offer graduate degrees







# In this class, we will answer these questions...

- What are the different jobs in healthcare?
- What you do in those jobs?
- What kind of training is required?
- Where might you work?





# We will take a closer look at:

- CNA (a direct care job)
- Pharmacy technician (a pharmacy job)
- Phlebotomist (a laboratory job)

These jobs require less than one year of training.  
Some CNA training programs do not require an HS  
diploma or GED



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# There are many different kinds of jobs in healthcare:



- Direct Care
- Pharmacy
- Administration
- Support Services
- Laboratory
- Technology
- Research



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# Direct Care: What are the jobs?

## Registered Nurse (RN):

- \$40/hr
- Training: 4 Years (BA)

## Physical and Occupational Therapist Assistants

- \$28/hr
- Training: 2 Years (AA)





# Direct Care: What are the jobs?

## Licensed Practical Nurse (LPN)

- \$26/hr
- Training: 10 months

## Optician

- \$25/hr
- Training: 2 Year (AA)





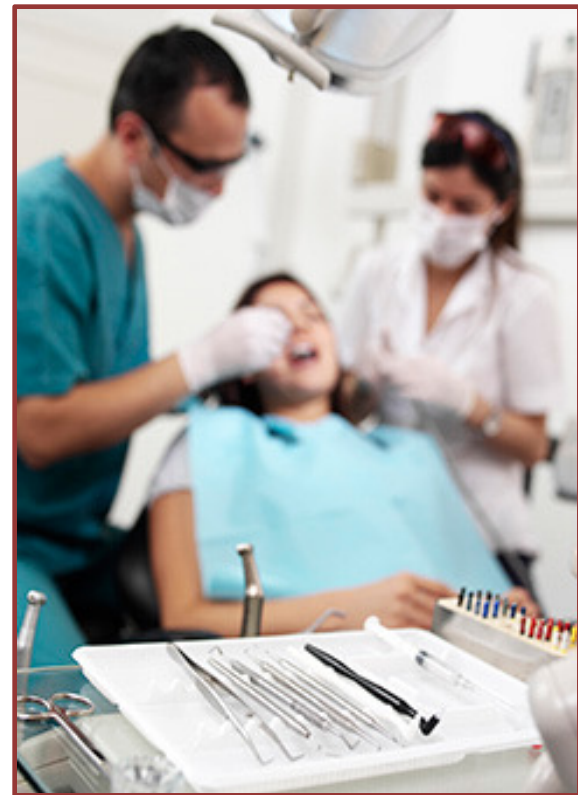
# Direct Care: What are the jobs?

## Dental Assistant

- \$20/hr
- Training: HS diploma + 9 to 11 months

## Medical Assistant

- \$17.50/hr
- Training : HS diploma + 8 months





# Direct Care: What are the jobs?

## **Certified Nursing Assistant (CNA )**

- \$14/hr
- Training: HS diploma + 2-5 months

## **Home Health Aide (HHA)**

- \$13.50/hr
- Training: HS diploma + 2-5 months





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# What about Personal Care Attendants (PCAs)?

- Avg. wage: \$14.50/hr
- HS Diploma only, no specialized training
- Do household duties, not medical duties
- Mainly work in private homes
- Many of the jobs are part time
- Sometimes PCA's get paid to take care of relatives
- Many PCA's belong to the Service Workers Union-SEIU 1199
  - higher wages
  - training opportunities







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# Direct Care: What do you do?



- Assist with activities of daily living (bathing, toileting, dressing, grooming, feeding)
- Be friendly and patient and caring
- Take and record vital signs



# Direct Care: What do you do?

- Help patients as they do physical therapy
- Give medicines to patients (RN's only)
- Use technical equipment in patient exams





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# Direct Care: Where do you work?

**From least to most experience required:**

- Private homes
- Nursing homes
- Rehabilitation facilities
- Community health centers
- Private doctor's offices
- Hospitals





# Pharmacy: What are the jobs?

## Pharmacist

- \$56/hr
- Training: BA + 4 year doctorate degree

## Pharmacy Technician

- \$14.50/hr
- Training: HS diploma + 12 weeks

## Pharmacy Clerk/Cashier

- \$12/hr
- HS diploma + experience





# Pharmacy: What do you do?



- Answer patient questions
- Advise about medications and different brands
- Measure, mix, count, label and record dosages
- Keep track of inventory
- Maintain patient electronic records
- Cashier



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# Pharmacy: Where do you work?

- Hospitals
- Community health centers
- Retail stores like CVS and Walgreens





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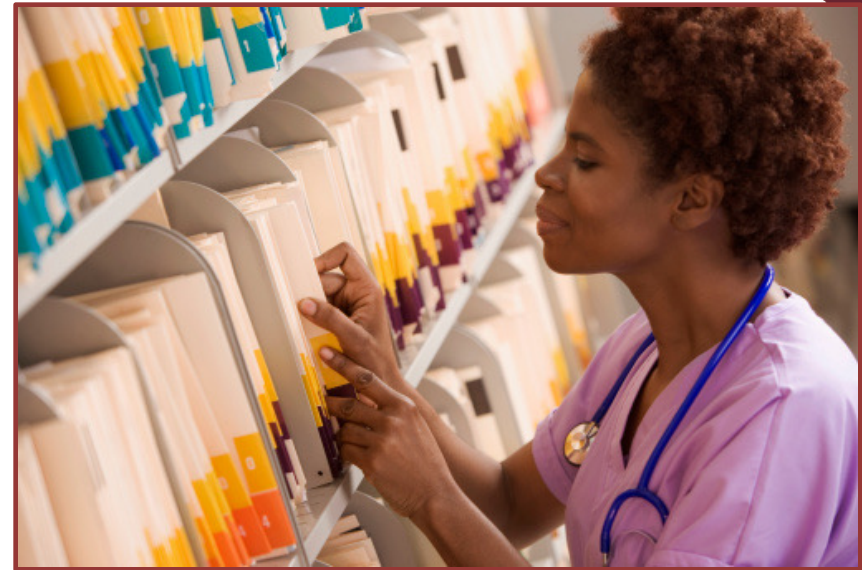
# Administration: What are the jobs?

## Medical Records Technician

- \$20/hr
- Training: HS diploma + 1-2 years

## Medical Secretary

- \$19/hr
- Training: HS diploma + 4 to 8 months





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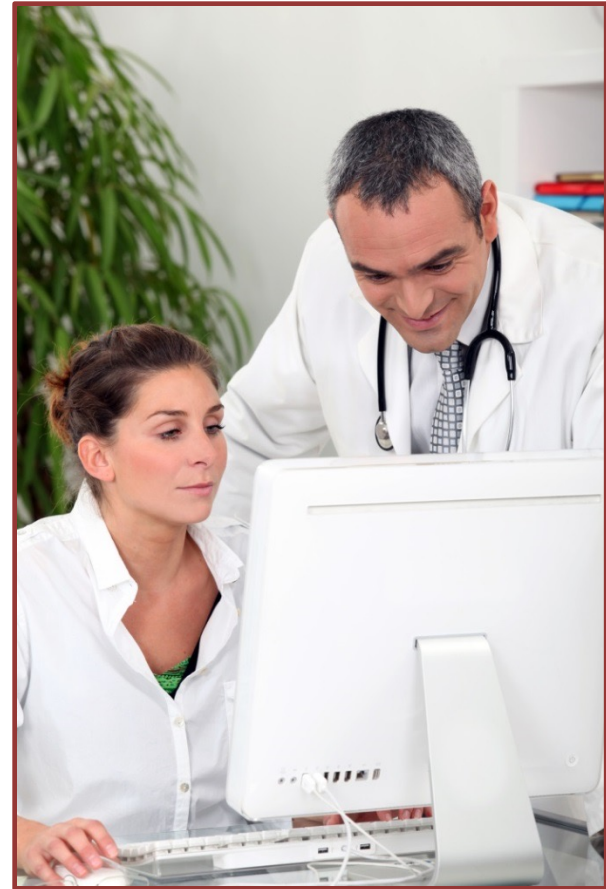
# Administration: What are the jobs?

## **Medical Office Assistant**

- \$18/hr
- Training: HS diploma + 4 to 5 months

## **Medical Billing Clerk**

- \$19/hr
- Training: HS diploma + experience







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# Administration: What do you do?

- Customer service
- Schedule appointments
- Maintain patient records
- Data entry
- Coding and billing





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# Administration: Where do you work?

- Hospitals
- Private offices
- Community health centers
- Rehabilitation facilities
- Call centers
- Satellite offices



# Support Services: What are the jobs?

## Surgical Technologist

- \$25/hr
- Training: HS diploma + 1 year certificate program or 2 year AA

## Radiologic Technologist

- \$24/hr
- Training: HS diploma + 2 year certificate program or 2 year AA

## Processing Technician

- \$19.50/hr
- Training: HS diploma + 4-8 months





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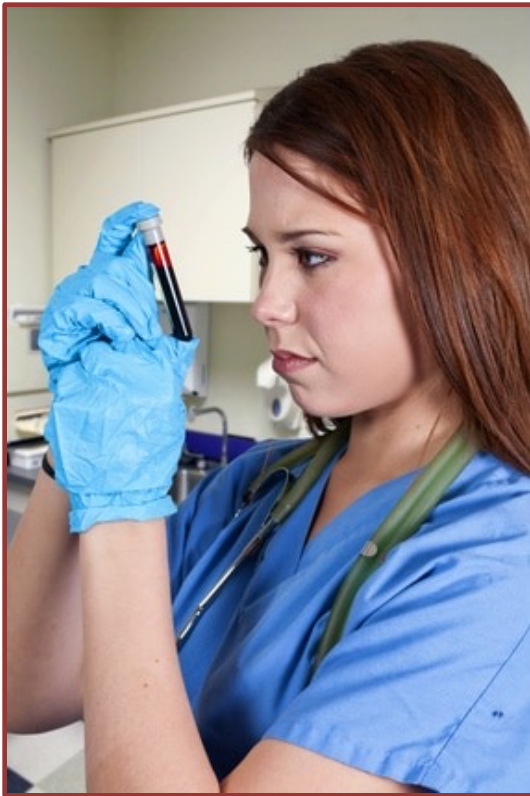
# Support Services: What do you do?



- Help in the operating room
- Help maintain surgical equipment
- Make sure everything is sterile
- Stock surgical carts
- Take and process X-Rays
- You work in hospitals or clinics



# Laboratory (LAB): What are the jobs?



## **Medical Lab Scientist**

- \$33/hr
- Training: HS diploma + BA

## **Medical Lab Technician**

- \$19/hr
- Training: HS diploma + AA

## **Phlebotomist**

- \$18/hr
- Training: HS diploma + 4 months



# LAB: What do you do?

- Do lab tests on bodily fluids and tissues
- Check equipment for quality
- Technical computer work
- Take blood from patients (phlebotomists)





# LAB: Where do you work?

- Hospital lab
- Community Health Centers
- Diagnostic lab
- Private medical offices





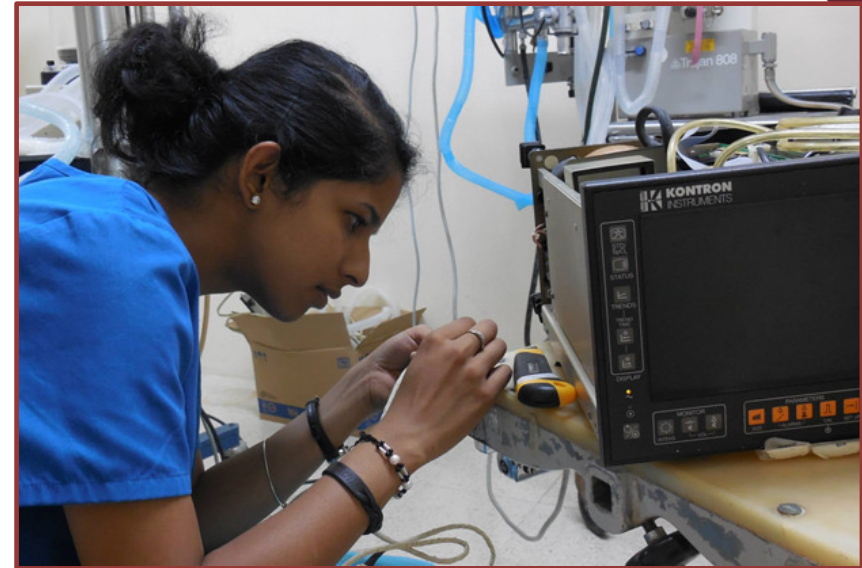
# Technology: What are the jobs?

## Medical Appliance Service Technicians

- \$22/hr
- Training: HS diploma + AA

## Health Information Technician

- \$18.26/hr
- Training: HS diploma + AA







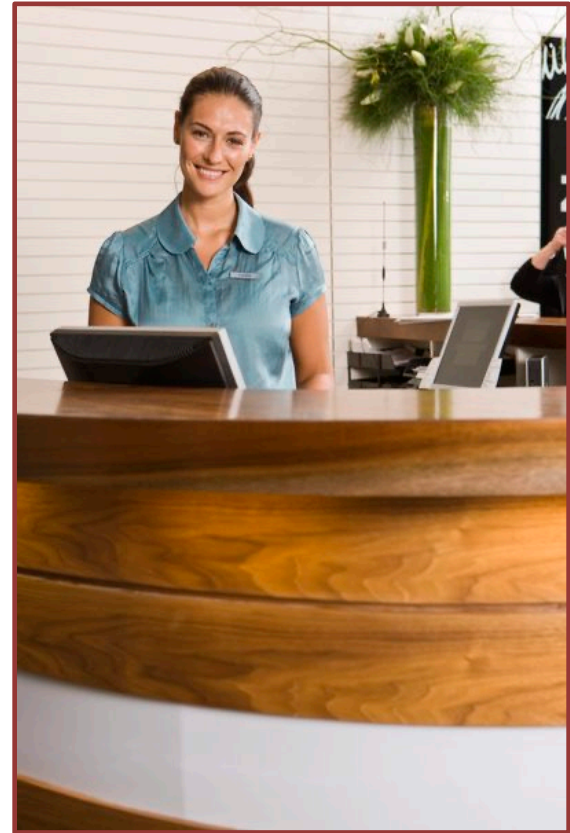
# Technology: What are the jobs?

## Electronic Health Record Coordinators

- \$18 –\$27/hr
- Training: HS diploma + AA

## Help Desk

- \$16/hr
- Training: HS diploma +customer service and computer experience





# Technology: What do you do?

- Provide tech support at help desks
- Set up and maintain computer systems
- Solve computer problems
- Gather and analyze electronic record data
- Fix medical equipment





# Technology: Where do you work?

- Hospitals
- Clinics
- Private offices
- Community Health Centers
- Labs
- Nursing homes
- Rehab facilities
- Call Centers





# A Closer Look: CNAs

## Let's review.....

What does CNA stand for?

→ Certified Nursing Assistant

What training is required?

→ HS diploma + 2-5 months

→ Must take exam for certification

**Note:** JVS has a new CNA program (2017) that does not require a HS diploma because there is a CNA shortage





# A Closer Look: CNAs

There are many CNA jobs in Boston because Boston has many different kinds of medical facilities.



Also, people are living longer and elder care is a growing need. Many CNA's work with the elderly.



# A Closer Look: CNAs

## What do CNA's do?

- They assist with activities of daily living
  - Example: bathing or feeding or toileting
- Provide support to the patient
- Assist nursing teams





# A Closer Look: CNAs

## Where do CNA's work?



- private homes,
- nursing homes,
- rehab facilities,
- assisted living facilities



CNA's with a lot of experience can work in hospitals



# A Closer Look: CNAs

**A good CNA is someone who....**

- Likes working with people
- Is friendly, patient, caring
- Can communicate well in English
- Can work flexible hours (weekends, evenings)







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# A Closer Look: CNAs

There are many CNA training programs in Boston, including

- Jewish Vocational Services (JVS)
- Red Cross
- Bunker Hill Community College



SKILLS . JOBS . CAREERS



**All** training programs prepare you to take a CNA exam

**Some** programs are free to Boston residents

**Some** programs help you improve your English skills as well



# A Closer Look: CNAs

## What should you look for in a training program?

- It should include on-the-job experience
- It should help students find work after finishing the program



## Check this out:

JVS has a new free 6 week CNA training program, which guarantees a full time job at Spaulding Rehabilitation Hospital at \$14/hr after completion of the training.



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# A Closer Look: Pharmacy Technician

## Let's Review...

- Avg. wage: \$14.50/hr
- Entry level health care job
- Certification required
- Works in hospitals, health centers, CVS, Walgreens





# A Closer Look: Pharmacy Technician

## What do Pharmacy Technicians do?

- Provide customer service
- Prepare medications under supervision of a pharmacist
- Measure, mix, count, label, and record dosages
- Keep track of inventory
- Maintain patient profiles and electronic records
- Need to be careful and accurate





# A Closer Look: Pharmacy Technician

## What training is required?

- HS diploma/GED + 3 month certificate program
- You must pass an exam to be certified: National Pharmacy Technician exam





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# A Closer Look: Pharmacy Technician

## Who offers the training?

- JVS Pharmacy Technician training program
  - Full time 3 month **free** program
  - Includes 1 month internship in a pharmacy
  - Help with exam preparation
  - Help with job search
- Bunker Hill Community College Chelsea Campus
  - One semester, four courses, or two semesters, two courses each semester
  - 3 week internship in a pharmacy
  - Help with exam preparation



SKILLS . JOBS . CAREERS



**Bunker Hill  
Community College**

imagine the possibilities



# A Closer Look: Phlebotomist

## Let's review...

- What is a Phlebotomist?  
→ The person who draws your blood for blood tests.
- Avg. wage: \$18/hr
- Training: HS diploma + 4 months
- Works in hospitals, clinics, health centers or labs





# A Closer Look: Phlebotomist

## What does a phlebotomist do?

- Has a lot of patient contact
- Draws patient's blood for tests
- Explains procedures to patients
- Helps patients to not feel nervous
- Maintains a safe, sterile environment
- Labels blood samples with accuracy







# A Closer Look: Phlebotomist

## What training is required?

- HS diploma/GED = 4 month certificate program
- Training includes supervised clinical experience
- Employers want phlebotomists to be nationally certified





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# A Closer Look: Phlebotomist

Who offers the training?

- Mass Bay Community College, Wellesley or Framingham campus
  - One semester. Fall, spring or summer start
  - 180 hours (4.5 weeks) clinical experience
- Quincy College
  - One or two semesters
  - Clinical experience



HS diploma/GED and CPR certification required for entrance to training



# What should you look for in an entry-level healthcare job?



- Are employees part of a union?  
*(SEIU 1199 represents many Boston residents in healthcare jobs)*
- Does the employer provide benefits (health insurance, paid vacation, sick days)?
- Does the employer provide on-going training?
- Is there opportunity for advancement?



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# How do you advance in healthcare?

Many times, you advance by changing the setting where you work:

Private homes

to

Long Term Care facilities

to

Hospitals



With each move, the pay and job responsibilities increase.

**Note:** Hospitals in Boston will not hire you without experience.



# Also to consider...

## Work in a hospital

- as an Environmental Aide (cleaning, laundry, housekeeping)
- in Food Services
- HS diploma and English skills but no specific training required

## Why?

- Hospitals provide good benefits
- In Food Services or Environmental Work, hospitals have opportunities for advancement





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# Remember:

**Get started now!!**

**Concentrate on improving  
your English**

**Take computer classes**

**Get a copy of your high  
school and university  
records from your country**

