

Healthcare Pathways In Western New York:

Human Services

Introduction and Map Overview

Begin working toward a life-changing opportunity with a career in healthcare!

This map is a tool to help guide your path.

We've partnered with local employers, identified in demand jobs, and highlighted some of the opportunities for advancement right here in Western New York. Whether you have a GED or already have a college degree, we can help you identify a path that is right for you – and the resources and education and training programs to get you there. We are here to help you learn what you need to know so you can start changing your life and your family's life today.



Human Services Career Paths

Careers in human services can include working with those with developmental disabilities, mental health and/or substance use disorders, or others seeking supportive services. Whether you like to work with kids, adults, or families, there's a career for you!

Page 2 is a career map that shows some of the most in demand jobs in Western New York. The arrows are a guide to show how you might move from one healthcare job to the next. Keep in mind, you do not have to start from the beginning to move through. With a mix of either education and/or training, you can begin in almost any job.

Page 3 can be used along with page 2 and shows brief descriptions of each job on the career map.

Page 4 provides an overview of some of the educational paths available in WNY to help you enter or advance in these careers.



Career Exploration, Job Search Resources – Local and State

GLOW Workforce Development Board (glowworks.org): The GLOW WDB oversees One Stop Career Centers in each of the GLOW counties. The centers assist customers with preparing for employment and developing needed skills. Visit one of your local centers to receive assistance with exploring career paths, finding a job, or accessing resources and support needed to gain new credentials for employment.

NYSDOL Jobs in Demand Today (dol.ny.gov/jobs-demand-today): Learn more about jobs in each region, including number of openings and pay.

CareerZone (www.careerzone.ny.gov/jz/views/careerzone/index.jsf): Career exploration resources (targeted for youth). Sponsored by NYSDOL.

JobZone (www.jobzone.ny.gov/): Career exploration resource (targeted for adults). Sponsored by NYSDOL.

Career Exploration, Job Search Resources – National

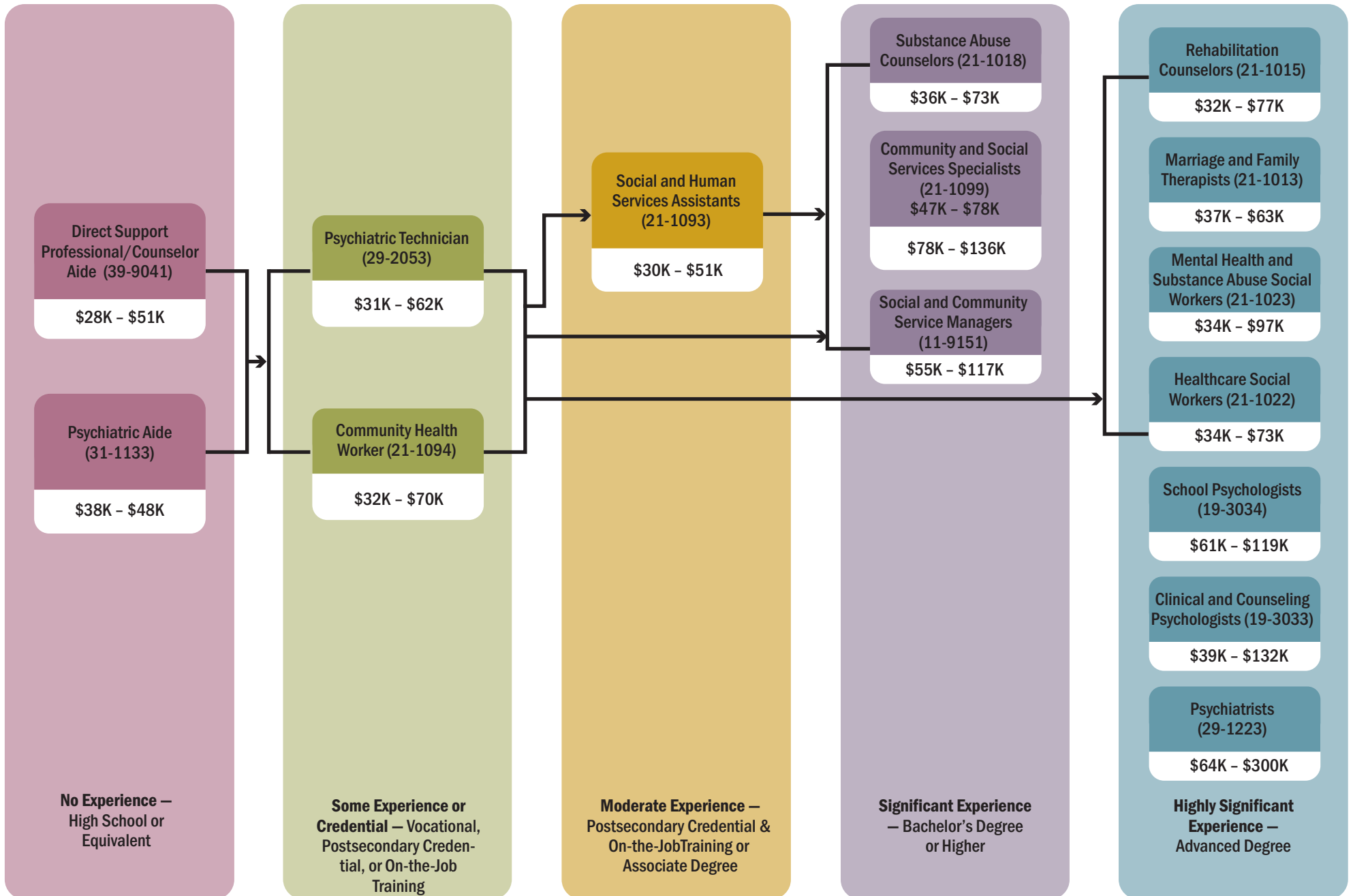
CareerOneStop (www.careeronestop.org/): Career exploration tools, assessments, information about careers. Links to hundreds of occupational profiles with data available by state and metro area. There is a salary info tool to search for wages by zip code.

MyNextMove (www.mynextmove.org/): An interactive tool for job seekers and students to explore career options and interests.

Occupational Information Network (O*NET) (www.onetonline.org/): Search or browse 900+ occupations based on your goals and needs.

BLS Occupational Outlook Handbook (www.bls.gov/ooh/) and Career Outlook (www.bls.gov/careeroutlook/about.htm): View summary of each occupation, overview of what they do, pay, job outlook, state and regional information, and links to videos and other resources.

Career Paths In Human Services



Standard Occupational Classification (SOC) – Typical Job Titles used by Employers – Overview of Job

Residential Advisors/Direct Support Professionals (39-9041) – *Counselor Aides, Residential Program Specialists, Residential Direct Support Professionals* – Coordinate activities in resident facilities in secondary school and college dormitories, group homes, or similar establishments. Order supplies and determine need for maintenance, repairs, and furnishings. May maintain household records and assign rooms. May assist residents with problem solving or refer them to counseling resources.

Psychiatric Aides (31-1133) – *Health and Wellness Managers, Mental Health Administrators, Mental Health Coordinators* – 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 (29-2053) – *Psychiatric Care Technicians, Behavior Technicians, Behavioral Health Technicians* – Care for individuals with mental or emotional conditions or disabilities, following the instructions of physicians or other health practitioners. Monitor patients' physical and emotional well-being and report to medical staff. May participate in rehabilitation and treatment programs, help with personal hygiene, and administer oral or injectable medications.

Community Health Workers (21-1094) – *Health Advocates, Health Navigators, Community Liaisons, Community Health Advocates/Navigators/Workers* – Promote health within a community by assisting individuals to adopt healthy behaviors. Serve as an advocate for the health needs of individuals by assisting community residents in effectively communicating with healthcare providers or social service agencies. Act as liaison or advocate and implement programs that promote, maintain, and improve individual and overall community health. May deliver health-related preventive services such as blood pressure, glaucoma, and hearing screenings. May collect data to help identify community health needs.

Social and Human Service Assistants (21-1093) – *Peer Support Specialists, Care Managers, Youth Advocates, Care Coordinators, Social Work Assistants, Outreach Specialists* – Assist other social and human service providers in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. May assist clients in identifying and obtaining available benefits and social and community services. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.

Substance Abuse, Behavioral Disorder, and Mental Health Counselors (21-1018) – *Counselors, Therapists, Mental Health Counselors, Substance Use 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. Counsel and advise individuals and groups to promote optimum mental and emotional health, with an emphasis on prevention. May help individuals deal with a broad range of mental health issues, such as those associated with addictions and substance abuse; family, parenting, and marital problems; stress management; self-esteem; or aging.

Community and Social Service Specialists, All Other (21-1099) – *Community Habilitation Specialists, Community Engagement Specialists, Community Outreach Specialists, Community Based Care Managers*

Social and Community Service Managers (11-9151) – *Program Supervisors, Shelter Managers, Directors of Social Work, Program Coordinators, Directors of Outpatient Services* – Plan, direct, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers.

Rehabilitation Counselors (21-1015) – *Disability Services Coordinators, Resource Navigators, Rehabilitation Specialists* – Counsel individuals to maximize the independence and employability of persons coping with personal, social, and vocational difficulties that result from birth defects, illness, disease, accidents, aging, or the stress of daily life. Coordinate activities for residents of care and treatment facilities. Assess client needs and design and implement rehabilitation programs that may include personal and vocational counseling, training, and job placement.

Marriage and Family Therapists (21-1013) – *Child and Family Therapists, Family Counselors, Behavior Specialists, Clinical Therapists* – Diagnose and treat mental and emotional disorders, whether cognitive, affective, or behavioral, within the context of marriage and family systems. Apply psychotherapeutic and family systems theories and techniques in the delivery of services to individuals, couples, and families for the purpose of treating such diagnosed nervous and mental disorders.

Mental Health and Substance Abuse Social Workers (21-1023) – *Mental Health Social Workers, Behavioral Health Case Managers, Crisis Workers* – Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.

Healthcare Social Workers (21-1022) – *Licensed Clinical Social Worker, Clinical Therapists, Medical Social Workers* – Provide individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. Services include advising family caregivers. Provide patients with information and counseling, and make referrals for other services. May also provide case and care management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.

School Psychologists (19-3034) – *Certified School Psychologist* – Diagnose and implement individual or schoolwide interventions or strategies to address educational, behavioral, or developmental issues that adversely impact educational functioning in a school. May address student learning and behavioral problems and counsel students or families. May design and implement performance plans, and evaluate performance. May consult with other school-based personnel.

Clinical and Counseling Psychologists (19-3033) – *Licensed Psychologists, Clinical Psychologists* – Assess, diagnose, and treat mental and emotional disorders of individuals through observation, interview, and psychological tests. Help individuals with distress or maladjustment understand their problems through their knowledge of case history, interviews with patients, and theory. Provide individual or group counseling services to assist individuals in achieving more effective personal, social, educational, and vocational development and adjustment. May design behavior modification programs and consult with medical personnel regarding the best treatment for patients.

Psychiatrists (29-1223) – *Child and Adolescent Psychiatrists, Outpatient Psychiatrists, Inpatient Psychiatrists* – Diagnose, treat, and help prevent mental disorders.

Career Opportunities	EOC/BOCES	GCC	BEST Center (BC-online)	NOTES
Residential Advisors (39-9041)			Social Service Asst/Peer Support Specialist (BC-online cert.)	
Psychiatric Aides (31-1133)			Peer Support Specialist (BC - online cert.)	
Psychiatric Technicians (29-2053)			Registered Behavior Technician (BC - online cert.)	
Community Health Workers (21-1094)		Human Services A.S. or A.A.S.		
Social and Human Service Assistants (21-1093)			Social Service Assistant, Peer Support Specialist, or Recovery Coach(BC -online cert)	
Substance Abuse, Behavioral Disorder, and Mental Health Counselors (21-1018)		Human Services A.S. or A.A.S. Alcohol & Substance Abuse Studies (A.S.)		
Community and Social Service Specialists, All Other (21-1099)		Human Services A.S. or A.A.S. Gerontology Cert.		
Rehabilitation Counselors (21-1015)		Human Services A.S. or A.A.S.		
Mental Health and Substance Abuse Social Workers (21-1023)		Human Services A.S. or A.A.S. Alcohol & Substance Abuse Studies (A.S.)		
Healthcare Social Workers (21-1022)		Human Services A.S. or A.A.S.		
School Psychologists (19-3034)		Liberal Arts & Sciences: Humanities & Social Sciences (A.A.)		
Clinical and Counseling Psychologists (19-3033)		Liberal Arts & Sciences: Humanities & Social Sciences (A.A.)		
Psychiatrists (29-1223)		Liberal Arts & Sciences: Humanities & Social Sciences (A.A.)		

A.A.S. = Associate of Applied Science
A.S. = Associate of Science
Cert. = Certificate

GCC: www.genesee.edu/academics/program-finder/

BEST Center: www.genesee.edu/about/offices-departments/best-center/online-training/

This workforce product was funded, in part, by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The U.S. Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Grant Number: CC-38930-22-60-A-36. Support for the development/production of this material was provided by a grant under the Strengthening Career and Technical Education for the 21st Century Act administered by the New York State Education Department. This work was made possible through the support of Lumina Fund for PACCE, a sponsored project of Rockefeller Philanthropy Advisors.