

# Profiles of Other Jobs in the Health Care Industry

Did you know? There are 1,855 “non-health care” jobs in the health care industry in Sarnia Lambton.

Learn about the job, work, work life, employers, education & training, salary, number of local jobs & recent job postings, local employment outlook & career progression for most of the following jobs:

- Administrative Assistants (Secretaries)
- Bookkeepers
- Cleaners
- Cooks
- Dietary Aides
- General Office Workers (Clerks)
- Human Resources Professionals
- Medical Administrative Assistants
- Receptionists
- Social & Community Service Workers
- Social Workers

The majority of health care employers are dependent on public funding from the province. Accordingly, future employment outlook for many health care jobs are subject to restraint in public funding.

SLWDB thanks the health care leaders who met with us to discuss human resource issues. Their input helped add the local context to the job profiles.



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# Administrative Assistants (Secretaries)

## The job:

Perform administrative duties in support of employer(s).

## The work:

- prepare, type, edit & proofread: correspondence, invoices, presentations, brochures, reports & other material from machine dictation & handwritten originals
- schedule & confirm appointments & meetings of employer
- distribute mail
- answer telephone & electronic inquiries
- file documents (paper & electronic)
- greet visitors
- record & prepare minutes of meetings
- arrange travel schedules & make reservations

## The employers:

- hospitals
- offices
- educational services
- construction companies

## The education & training needed:

- high school education
- college program for administrative assistants or secretaries

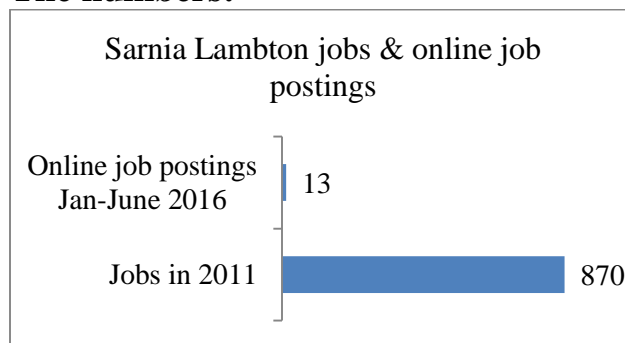
Local office administration program at Lambton College:

<https://www.lambton.on.ca/custom/LambtonApps/Programs/ProgramListAZ.aspx>

## The salary:

- \$12 to \$28 per hour in Windsor-Sarnia
- average \$19 per hour in Windsor-Sarnia

## The numbers:




Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

90 of 870 administrative assistants work in the health care industry.

1 of the online job postings was for health care.

## The local employment outlook:

- limited 
  - employment expected to decline
  - large # people expected to retire
  - high employee turnover

## The career progression:

- receptionist
- medical administrative assistant with further education or training

## National Occupational Classification:

NOC 1241 Administrative Assistants

# Bookkeepers

## The job:

Keep records of accounts & maintain complete sets of books.

## The work:

- keep financial records
- establish, maintain & balance accounts using manual & computerized bookkeeping systems
- prepare trial balance of books
- maintain general ledgers
- prepare financial statements
- prepare tax returns
- prepare other statistical, financial & accounting reports

## The employers:

- accounting offices
- variety of offices & businesses
- self-employed

## The education & training needed:

- college program in accounting, bookkeeping

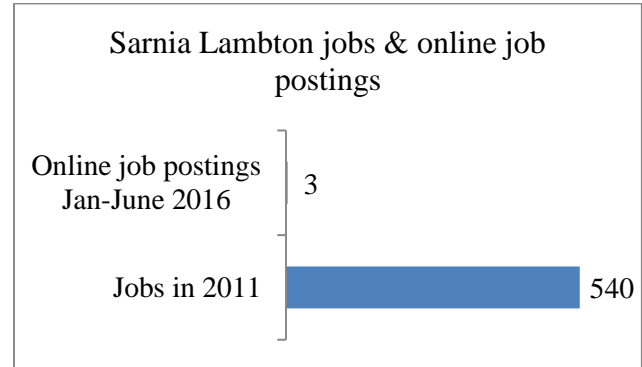
Local bookkeeping program at Lambton College:

<https://www.lambton.on.ca/custom/LambtonApps/Programs/ProgramListAZ.aspx>

## The salary:

- \$11.40 to \$30 per hour in Windsor-Sarnia
- average \$18 per hour in Windsor-Sarnia

## The numbers:



Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

15 of 540 bookkeepers work in the health care industry.

## The local employment outlook:

- good ★★☆☆
  - large # people expected to retire

## The career progression:

- self-employed
- accountant with further education

## National Occupational Classification:

NOC 1311 Accounting technicians & bookkeepers

# Cleaners

## The job:

Clean lobbies, hallways, offices & rooms.

## The work:

- sweep, mop, wash & polish floors
- vacuum carpeting & area rugs
- dust furniture
- make beds & change sheets
- distribute clean towels & toiletries
- stock supplies area
- clean & disinfect kitchens & bathrooms
- clean & disinfect public areas
- disinfect hospital rooms & areas
- wash windows, walls & ceilings

## The work life:

- some jobs may be for part-time work
- may need to work evenings & weekends

## The employers:

- retirement homes
- long-term care facilities
- hospitals
- cleaning companies
- building management companies
- hotels

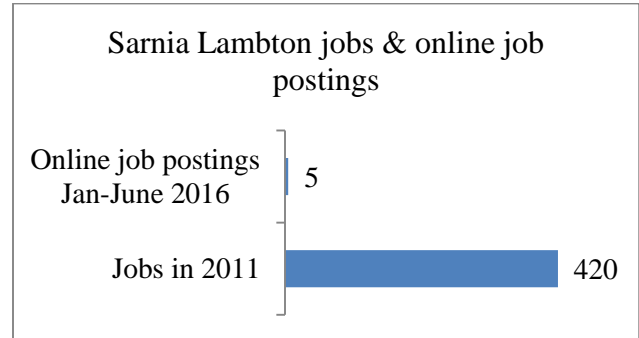
## The education & training needed:

- high school education

## The salary:

- \$11.40 to \$21 per hour in Ontario
- average \$14 per hour in Ontario

## The numbers:



Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

130 of 420 cleaners work in the health care industry.

## The local employment outlook:

- good ★★ ★
  - strong employment growth expected
  - moderate # of people expected to retire
  - high employee turnover

## The career progression:

- supervisory position

## National Occupational Classification:

NOC 6731 Light duty cleaners

# Cooks

## The job:

Cooks prepare food.

## The work:

- prepares food according to recipes
- cleans & cuts fish, meat, fruits & vegetables
- operates commercial equipment including ovens, deep fryers, grills & griddles to cook food
- keeps kitchen & cooking equipment clean and sanitized
- supervises kitchen staff, works as part of a team and independently
- orders supplies
- plans menus
- respects customers confidentiality

## The work life:

- some jobs may be a casual
- some jobs may be temporary or seasonal
- some jobs may be part time
- will need to be available evenings and weekends
- healthcare facilities are open every day of the year

## The employers:

- retirement homes
- long-term care facilities
- hospitals
- restaurants
- hotels
- other institutions

## The education & training needed:

- high school education
- Food Safety Certification/Food Handlers
- For healthcare jobs need to meet Health Care Act qualification: Apprentice cook,

Institutional cook, Red Seal, Culinary management diploma

Local cook apprenticeship program at Lambton College:

<https://www.lambtoncollege.ca/COOK/>

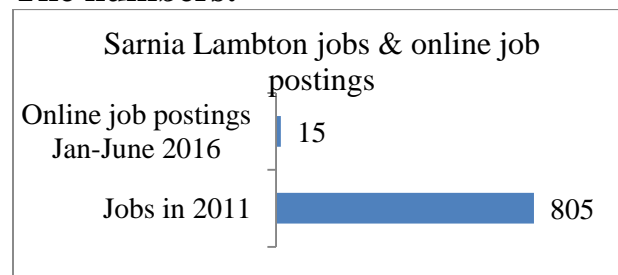
Local food handler certification program at Lambton Public Health:

<https://lambtonhealth.on.ca/classes-and-clinics/food-handler-certification-program>

## The salary:

- \$11.40 to \$19 per hour in Windsor-Sarnia
- average \$11.40 per hour in Windsor-Sarnia

## The numbers:



Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

60 of 805 cooks work in the health care industry.

3 of 15 online job postings were for the health care industry.

## The local employment outlook:

- good ★★☆☆
- strong employment growth expected
- high employee turnover

## The career progression:

- supervisory position
- self-employed
- chef with further training

## National Occupational Classification:

NOC 6322 Cooks

# Dietary Aides

## The job:

Prepare & serve food to customers according to diet orders and interventions.

## The work:

- prepare simple food i.e., sandwiches, ice cream dishes & beverages
- take clients' orders according to individual needs
- remove trash
- clean and sanitize work areas
- operate commercial equipment including dishwasher, steam tables
- work as part of a team and independently
- respect customers confidentiality

## The work life:

- some jobs may be a casual or student position
- some jobs may be temporary or seasonal
- will need to be available
- some jobs may be part time
- will need to be available evenings and weekends
- healthcare facilities are open every day of the year

## The employers:

- retirement homes
- long-term care facilities
- hospitals
- restaurants
- hotels

## The education & training needed:

- high school education
- Food Safety Certification/Food Handlers
- Food Service Worker Certification

Local food service worker program at Lambton College:

<https://www.lambtoncollege.ca/custom/LambtonApps/Programs/ProgramListPT.aspx>

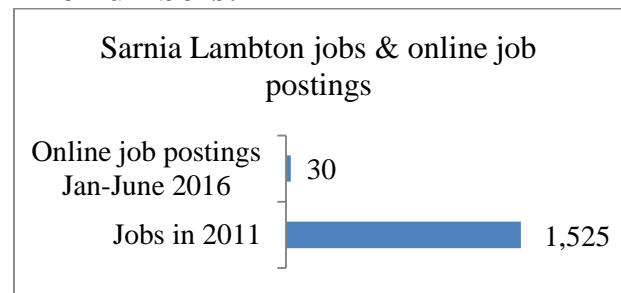
Local food handler certification program at Lambton Public Health:

<https://lambtonhealth.on.ca/classes-and-clinics/food-handler-certification-program>

## The salary:

- \$11.40 to \$18 per hour in Windsor-Sarnia
- average \$11.40 per hour in Windsor-Sarnia

## The numbers:



Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

There were 245 food counter attendants, kitchen helpers (including dietary aides) jobs in health care industry in 2011. The number of dietary aide jobs cannot be distinguished.

9 of 30 online postings were for dietary aides.

## The local employment outlook:

- fair ★★☆☆
  - strong employment growth expected
  - high employee turnover

## The career progression:

- cook with further education

## National Occupational Classification:

NOC 6711 Food counter attendants, kitchen helpers & related support occupations

# General Office Workers

## Other job titles:

- administrative clerk
- filing clerk
- technical records clerk
- office assistant

## The job:

Prepare general administrative work.

## The work:

- prepare correspondence, reports, statements & other documents from notes or dictation
- respond to telephone, in person or electronic inquiries
- photocopy documents
- sort & file documents, locate & retrieve documents as requested
- process incoming & outgoing mail

## The employers:

- variety of offices & businesses
- government agencies

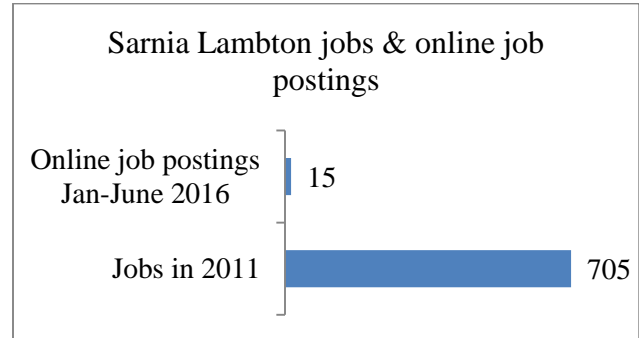
## The education & training needed:

- high school education

## The salary:

- \$11.40 to \$29 per hour in Windsor-Sarnia
- average \$18 per hour in Windsor-Sarnia

## The numbers:



Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

155 of 705 general office workers work in the health care industry.

11 of the 15 online job postings were in health care.

## The local employment outlook:

- limited ★☆☆
  - employment is expected to decline
  - large # people expected to retire
  - high employee turnover

## The career progression:

- supervisory position
- administrative assistant

## National Occupational Classification:

NOC 1411 General office support workers

# Human Resources (HR) Professionals

## The job:

Develop, carry-out & evaluate HR policies, programs & procedures. Advise managers on HR matters.

## The work:

- advise managers & employees on the interpretation of HR policies, compensation & benefit programs & collective agreements
- research & prepare occupational classifications, job descriptions & salary scales
- plan & carry-out training, career development programs, among others
- hire staff
- co-ordinate employee performance appraisal programs
- research employee health & safety practices & recommend changes to current policies
- support the development of the work culture or environment

## The employers:

- private companies
- government agencies
- hospitals
- offices

## The education & training needed:

- university degree or college diploma in human resources management, business administration, commerce, psychology
- may need to hold a Certified Human Resources Professional (CHRP) designation
  - pass exam
  - have 3 years of HR working experience

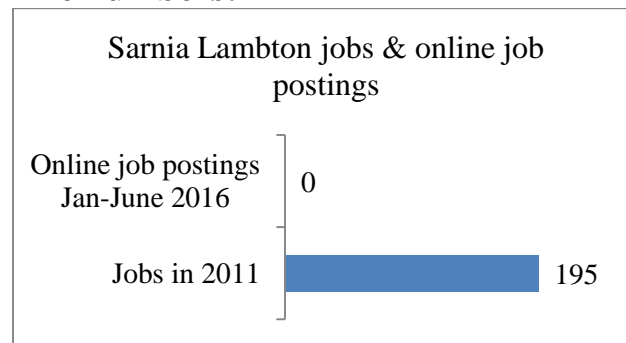
Local human resources program at Lambton College:

<https://www.lambton.on.ca/custom/LambtonApps/Programs/ProgramListAZ.aspx>

## The salary:

- \$19 to \$53 per hour in Windsor-Sarnia
- average \$35 per hour in Windsor-Sarnia

## The numbers:



Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

50 of 195 HR professionals work in the health care industry.

## The local employment outlook:

- fair ★★☆☆
  - employment growth expected
  - large # people expected to retire

## The career progression:

- management position

## National Occupational Classification:

NOC 1121 Human Resources Professionals



# Medical Administrative Assistants

## The job:

Perform secretarial & administrative duties.

## The work:

- schedule & confirm medical appointments
- receive or relay messages for staff & patients
- complete patients' forms, documents
- complete insurance forms
- maintain confidential medical files & records
- prepare financial statements & billing
- order supplies & maintain inventory

## The work life:

- some jobs may be for part-time work

## The employers:

- doctor's offices
- hospitals
- medical clinics
- diagnostic labs

## The education & training needed:

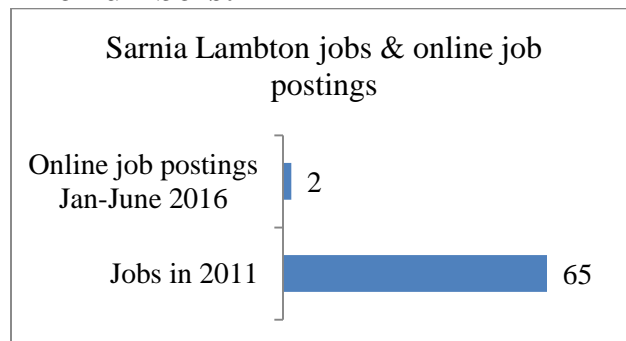
- high school education
- medical secretary college program

Local medical clerk program at Lambton  
College: <http://www.lambtoncollege.ca/MDLC/>

## The salary:

- \$13 to \$26 per hour in Ontario
- average \$20 per hour in Ontario

## The numbers:



Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

## The Ontario employment outlook:

- fair ★★☆☆
  - number of medical administrative assistants has declined over the past few years
  - office technologies reducing demand for these workers
  - employment opportunities will arise from retirements
  - opportunities may be offset by downsizing in hospitals

## The career progression:

- other administrative position in hospital
- other health care jobs with further education & training

## National Occupational Classification:

NOC 1243 Medical administrative assistants

# Receptionists

## The job:

Perform administrative work.

## The work:

- greet people coming into place of work & direct them to appropriate person or services
- provide general information to people
- schedule appointments
- receive & record payment for services
- answer telephone & relay messages

## The employers:

- hospitals
- offices
- long-term care facilities
- retirement homes

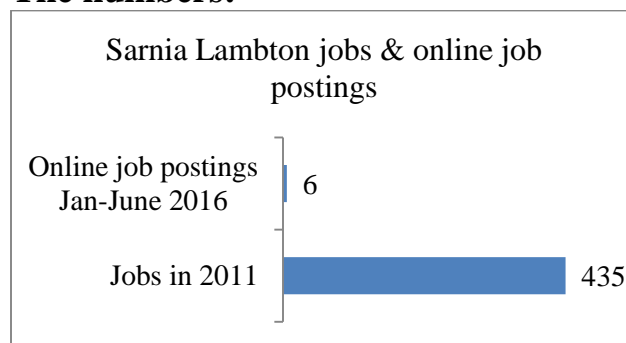
## The education & training needed:

- high school education

## The salary:

- \$11.40 to \$23 per hour in Windsor-Sarnia
- average \$16 per hour in Windsor-Sarnia

## The numbers:



Sources: Statistics Canada. 2011 NHS. Vicinity Jobs

150 of 435 receptionists work in the health care industry.

## The local employment outlook:

- fair ★★☆☆
  - large # people expected to retire
  - high employee turnover

## The career progression:

- supervisory position
- administrative assistant

## National Occupational Classification:

NOC 1414 Receptionists

# Social & Community Service Workers

## Other job titles:

- child & youth worker
- social services worker
- mental health worker
- Aboriginal outreach worker

## The job:

Carry-out a variety of social assistance programs & community services. Provide support & assistance to clients.

## The work:

- obtain case history of clients
- assess clients' relevant skill strengths & needs
- help clients develop plans of action
- meet with clients to assess their progress, give support & discuss any difficulties
- help evaluate the effectiveness of treatment programs
- refer clients to other social services

## The work life:

- some jobs may be for part-time work
- will need to work some evenings & weekends

## The employers:

- mental health agencies
- retirement homes
- long-term care facilities
- hospitals
- social service & government agencies

## The education & training needed:

- college or university program in social work, child & youth care, psychology or other social science or health-related field

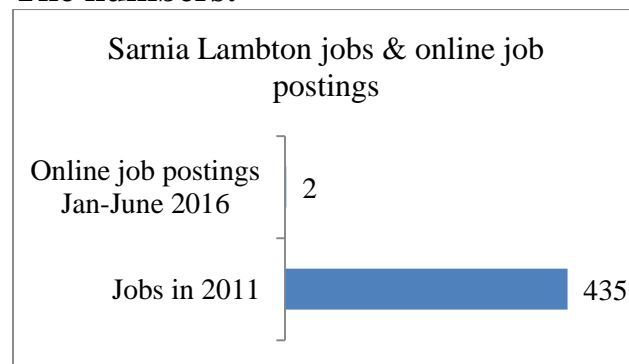
Local social services worker program at Lambton College:

<http://www.lambton.on.ca/custom/LambtonApps/Programs/ProgramListAZ.aspx>

## The salary:

- \$15 to \$40 per hour in Windsor-Sarnia
- average \$21 per hour in Windsor-Sarnia

## The numbers:



Sources: Statistics Canada, 2011 NHS, Vicinity Jobs

195 of 435 social & community service workers work in the health care industry (the social assistance industry is considered separate).

## The local employment outlook:

- good ★★☆☆
  - strong employment growth expected

## The career progression:

- supervisory
- social worker with further education

## National Occupational Classification:

NOC 4212 Social & Community Service Workers

# Social Workers

## The job:

Help people develop the skills & resources they need to enhance social functioning & provide counselling, therapy & referral to other supportive social services.

## The work:

- interview clients to assess situation & determine types of services required
- Provide counsel & therapy to assist clients in developing skills to deal with & resolve their social & personal problems
- investigate cases of child abuse or neglect & take authorized protective action when necessary
- evaluate effectiveness of counselling & social programs
- act as advocates for client groups in community

## The work life:

- may need to work some evenings & weekends

## The employers:

- mental health agencies
- retirement homes
- long-term care facilities
- hospitals
- social service agencies
- child welfare organizations
- correctional facilities
- community agencies
- employee assistance programs
- private practice

## The education & training needed:

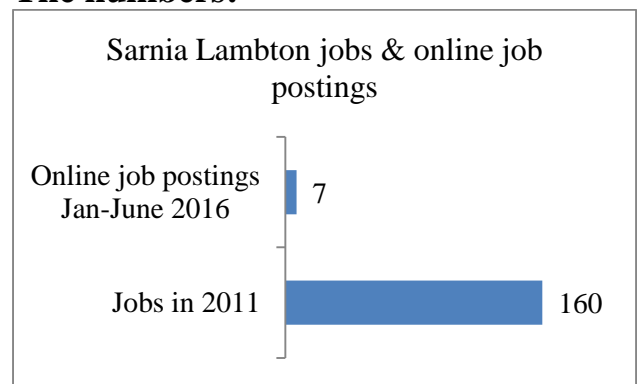
- bachelor's degree in social work (BSW)

- Certificate from the Ontario College of Social Workers & Social Service Workers

## The salary:

- \$20 to \$45 per hour in Windsor-Sarnia
- average \$34 per hour in Windsor-Sarnia

## The numbers:



Sources: Statistics Canada, 2011 NHS, Vicinity Jobs

40 of 160 social workers work in the health care industry (the social assistance industry is considered separate).

2 of the 7 online job postings were for the health care industry.

## The local employment outlook:

- good ★★☆☆
  - strong employment growth expected
  - moderate # people expected to retire

## The career progression:

- case manager
- supervisory

## National Occupational Classification:

NOC 4152 Social Workers