

# Introduction to Non-Clinical /Entry Level Jobs

You can do any job in health care

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# Agenda

- Introduction
- Why health care?
- What's it like in a hospital or clinic
- Opportunities in Health Care
- Baseline Requirements
- Non-Clinical Jobs in Health Care
- KP Launch Program

# Introduction

Shasta Addressi, MHSA  
Kaiser Permanente  
Chief Operating Officer- Santa Clara



# Why work in Health Care?

- Purpose
  - Everyday you help and support people during life changing events
  - Easy to stay motivated to why you are there
- People
  - Surrounded by smart, caring, service-orientated people
  - Teamwork environment
- Growth Opportunities
  - Endless career paths within healthcare
  - Access to resources for growth (information, people, finances)
- Financial
  - Stable industry
  - Great benefits



# What's it like inside the hospital?

- Hospital is fast-paced, intense and rewarding
- Team-based work
- Working with patients and families
- Standard processes
- Lots of opportunity for improvement and new ideas and creativity
- But no guessing



# Opportunities in Health Care

- Straight from high school, many opportunities
  - Many people working while going to school
- Flexibility in work schedule
  - 24/7 business (different shifts, differentials)
  - Part-time
  - Per-Diem/ On-call
- Benefits
  - Health care, dental, retirement saving, pensions, etc

# Turn to your neighbor

What brings you joy?  
What are you good at?  
What does the world need?



# Entry Level positions in Health Care

- Food Service
- Materials
- IT
- EVS
- Department Assistants
- Receptionists
- Security
- Operators
- Medical Assistant\*

\*Indicates needs some additional training

WHERE  
DO I  
START

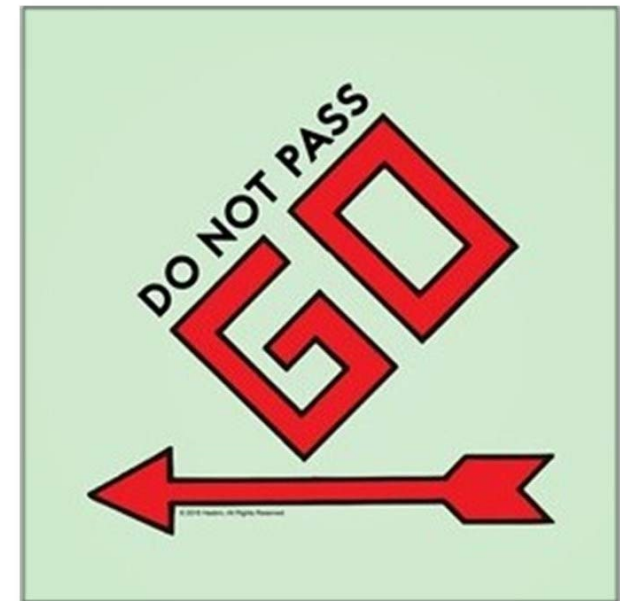




# Baseline Requirements/Screening

## Pre-employment Screening

- Vaccination
- Criminal Record
- Drug testing



# Nutrition Aide- Food Services

- Necessary Requirements:
  - High school diploma or general education degree (GED)
  - Knowledge of therapeutic diets
  - Six months of experience in nutritional services department/diet office in an acute care or skilled nursing facility or one year of other food service experience is preferred.
- Day-to-day duties: Collects patient meal & snack choices
  - Assembles patient meals (tray line) & snacks
  - Delivers meals, heats & serves trays to proper patient
  - Stocks assigned areas with condiments, paper goods, food, and beverages
  - Organizes & cleans & sanitizes assigned pantry & kitchen surfaces & equipment
- Potential for growth : Lead positions, diet clerks, supervisors, Unit Assistants



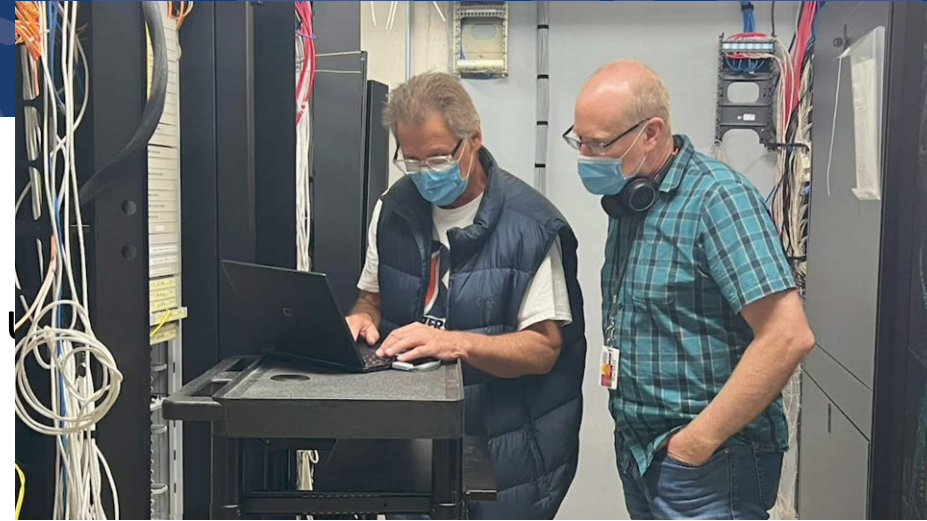
# Store Keeper- Materials Management

- Necessary Requirements:
  - Six (6) months of experience as a Storekeeper in another organization preferred. (Or can get in as oncall employee to gain the experience and can relate to the necessary requirements from previous job)
  - High school diploma/GED.
  - Valid California Drivers License.
  - Basic familiarity w/ computerized data entry.
- Day-to-day duties:
  - Restocks departments' supply closets.
  - Handles inventories of department supplies.
  - Drives vehicle to transport items from multiple locations
  - Brings materials and items from receiving areas to other designated areas
  - Sorts and places materials or items on racks, shelves, or in bins according to sequence such as size, type, style, color, or product code.
- Potential for growth: Multiple levels of storekeepers and into management



# IT tech

- Necessary Requirements:
  - High School Diploma or GED
  - One year desktop support experience providing routine end user support in a commercial entity\*
  - Microsoft MCP and/or A+ preferred
  - Knowledge of Microsoft Windows environment
- Day-to-day duties:
  - Frontline technical support and guidance in ongoing operation so LANs and WANs
  - Implementation of end user computing applications
  - Responsible for responding to IT help desk tickets
- Potential for growth: As skills increase- opportunity to grow up to Associate through Senior and/or into management





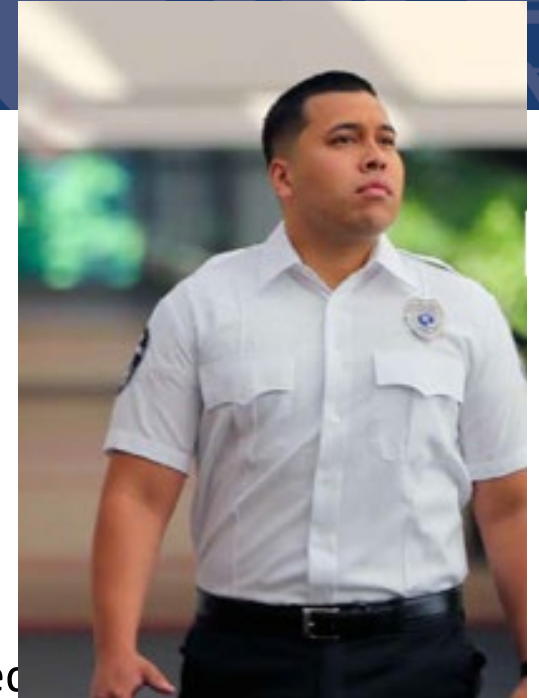
# Environmental Services

- Necessary Requirements:
  - High School diploma.
- Day-to-day duties:
  - Customer service interacting with patients, families and other medical personnel
  - Key part of the patient's day and sometimes one of only visitors for them
  - Responsible for pulling trash, wipe down surfaces, discharge cleaning and daily cleans- patient rooms ,operating rooms
  - Work with many different diseases, infections, bacteria, viruses etc.
  - Use different types of machinery to clean floors, disinfect rooms, etc
- Potential for growth:
  - Leads, supervisor, manager, etc
  - UAs, department support positions, many go on to go to school to become MAs, PCTs, LVNs, etc



# Security

- Necessary Requirements:
  - High school diploma or GED or 5 years verifiable work experience in any field
  - Ability to maintain composure in high pressure situation
  - Ability to physically respond quickly
- Day-to-day duties:
  - Interact with and provide customer service to patients, visitors and staff
  - Patrol the campus inside and outside; monitor control access; respond when needed
  - Observe environment and analyze all situations to be able to prevent escalation or respond immediately
- Potential for Growth: leads, supervisors, prep for police academy





# Department Assistants

- Necessary Requirements:
  - High School Diploma or GED
  - Medical Terminology Certificate Preferred
  - Ability to use computers and email
  - Ability to read and comprehend complex instructions and medical record documents
- Day-today duties:
  - Supporting and coordinating the administrative activities of the nursing units
  - Processes patient transfers and discharges in the EHR
  - Orders materials for the unit, answers calls and patient call lights, prepares discharge packets, ensuring business equipment is functioning
  - Assists with any necessary unit duties- picking up meal trays, bring specimens, etc.
- Potential for Growth: Many go back to school to become LVNs, RNs, Respiratory Therapists, etc.



# Receptionists



- Necessary Requirements:
  - High School Diploma or GED;
  - 6-month work experience
  - Professional phone etiquette and computer skills
- Day-to-day duties:
  - Greets and checks-in all patients
  - Accurately checks-in patients reporting to the medical office, captures patient information and collects any necessary payment per procedures.
  - Assist patients with questions and concerns
  - Requires extensive use of the computer
  - Explaining co-pays, cash handling
- Potential for growth (may need additional training or school): Project Management type roles, Supervisor roles, many go back to school

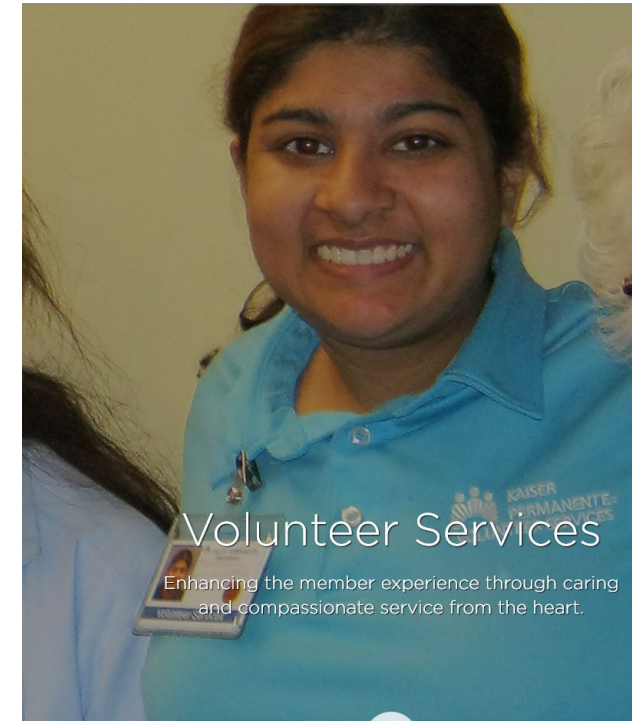
# Medical Assistants

- Necessary Requirements:
  - High School Diploma or GED;
  - Completion of a course of study consistent with requirements for Medical Assistance (Usually about a 9-month program)
  - 6 months experience or completion of KP externship
- Day-to-day duties:
  - Assists in examination and treatment of patients under the direction of a Physician
  - Taking and recording patients' personal information and medical history
  - performing basic laboratory tests, disposing of contaminated supplies, and sterilizing
- Potential for growth:
  - Many of our MA's move on to LVN or RN Programs. Some move towards Supervisor on Management track. Others have moved into Administrative roles, Health Ed Assistants, etc.



# Start now! Volunteer Opportunities

- 16+ years old
- 1 year commitment from starting first shift
- 1-2 times per week (minimum of 4 hours)
- Roles include greeting patients, wayfinding, escorting, creating clinical packets, etc
- For more information:
- <https://volunteer-ncal.kaiserpermanente.org/>







# Healthcare is for you

- Whatever your interests, we have a place for you in health care
- You must **care about patients** and your community
- You must be willing to **work hard** and provide **excellent service**
- There are endless **opportunities to learn and grow**

# KP Launch

Symone Gilliam  
KP LAUNCH | Program Coordinator





Application open/closed date  
Application Review  
Interviews/Selections

November 20, 2023 – January 2, 2023  
January 2024 – February 2024  
February 2024 – March 1, 2024

## KP LAUNCH 2024 TIMELINE

Selection Notification  
Non-selection Notification  
Complete Employment On-boarding

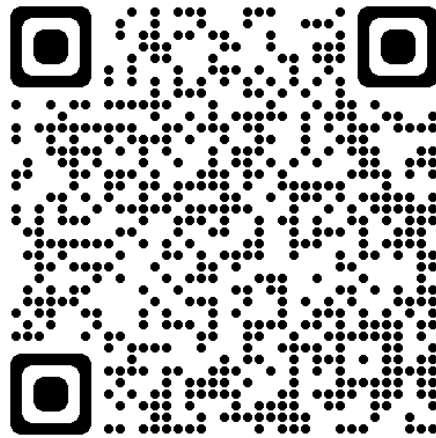
Starting in March, 2024  
By May 1, 2024  
By June 3, 2024

Program Start/End

June 10 – August 2, 2024 – College  
June 17 – August 2, 2024 – High School



KP LAUNCH Website



Join the mailing list.



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# Questions?