

# HEALTHCARE & SOCIAL ASSISTANCE

## Top **10** Industry Skills

### Adaptability

The ability to adjust to altering work conditions and acquire new skills to respond quickly to changing ideas, responsibilities, expectations, trends, strategies and other processes.

Example: Assist providers with preparation of reports, speeches, and articles during manager absence.

### Basic Life Support and CPR

The type of care that first-responders, healthcare providers and public safety professionals provide to anyone who is experiencing cardiac arrest, respiratory distress or an obstructed airway.

Example: Respond to an emergency health situation by providing basic life support and CPR.

### Communications

The ability to convey thoughts and express ideas effectively in writing and speech as well as fully comprehend what others are saying.

Example: Interpret and respond clearly to requests over the phone or in person by a client or patient.

### Computer Literacy

The knowledge and ability to use computers and related technology efficiently, perform basic tasks such as operating software systems, platforms and other computer programs.

Example: Using a computer and database program to manage and record client or patient records.

### Coordinating

Bringing the different elements of something complex into a harmonious and efficient relationship.

Example: Organize the delivery of services provided to clients or patients based on provider availability, priority and type of service required, and facility usage.

## Customer Service

Act of providing and delivering professional, helpful, high-quality service and assistance to a customer before, during, and after the goods or services are rendered.

Example: Greet clients or patients, determine the purpose of visit, and conduct interviews for intake or insurance forms.

## Leadership/Management

Knowledge of business and management principles involved in strategic planning and development to influence others toward the accomplishment of identified objectives.

Example: Plan, implement, and administer staff development programs to support policies and the best delivery of services to clients or patients.

## Problem Solving

Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Example: Identify codes with conflicting, missing, or unclear information and consult with the coding team and providers to resolve the issues.

## Scheduling

Act of planning the times at which particular tasks will be done, or events will happen.

Example: Schedule client or patient appointments to receive services.

## Teamwork

Qualities and abilities that allow you to work well with others during conversations, projects, meetings, or other collaborations.

Example: Listen, ask questions, share ideas or concerns, and discuss potential solutions with your team regarding client or patient care.