



**EOHHS**

# Career Maps & Career Ladders for the Human Services Sector

**Facilitator:**

Lynn Vidler, Assistant Secretary, MA Executive Office of  
Aging and Independence

**Presenters:**

- Kevin Salera, Chief Operating Officer, Charles River Center
- Kallie O'Brien, Registered Behavioral Health Technician,  
Charles River Center
- Juliana Ferreira, Recruitment Manager, Wayside  
Youth & Family Support Network



**HCBS Workforce  
Grant Summit**



**EOHHS**

# Registered Behavioral Technician Career Pathway Pilot

Charles River Center

Kevin Salera and Kallie O'Brien



**HCBS Workforce  
Grant Summit**

# Agenda

- Charles River Center RBT Grant
  - Grant Outcomes
  - Lesson Learned
  - Organizational Response- Career Paths
  - Success Story- Kallie
- 



# Charles River Center

- Registered Behavioral Technician Career Pathway
- History of Clinical Staff Retention
- Grant Outcomes
  - 8 certified RBTs
  - New Models of Services
  - Increased Retention of Clinical staff.



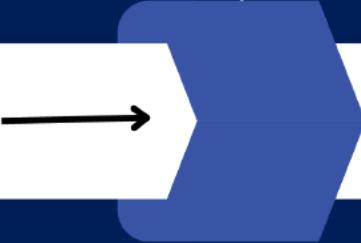
# Charles River Center

- Lessons learned
  - 89% of direct facing staff are diverse
  - Difficulty in understanding advancement opportunities
  - Difficulty attracting college students to enter Human Service field
- Organizational response
  - Career Path implementation





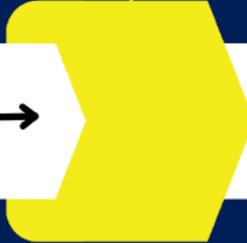
## DIRECT SUPPORT PROFESSIONAL (DSP)



### Key Milestones:

1. Apply to RBT program
2. Complete 40 hr. RBT course
3. Pass Clinical Competencies and take RBT Exam
4. Once certified- receive weekly clinical supervision

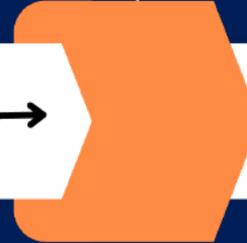
## REGISTERED BEHAVIORAL TECHNICIAN (RBT)



### Key Milestones:

1. Apply to BCBA Bachelor Program
2. Complete BCBA coursework & 1,500 hrs. of supervised field work
3. Register & complete BCBA exam
4. Successfully pass BCBA exam

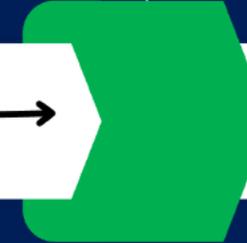
## BOARD CERTIFIED BEHAVIOR ANALYST (BCBA)



### Key Milestones:

1. Meet position requirement of 5 years clinical supervisory experience
2. Apply to open Director job posting

## DIRECTOR OF CLINICAL SERVICES



At **Charles River Center** we are committed in your career growth and want to assist you in development of new skills in hopes to further advance within the organization.

# Charles River Center

## Kallie

The past two years have included a lot of changes for **Kallie O'Brien**. A chance internship at a Charles River Center residential home opened her eyes to the possibility of a career in human services. A job as a Life Skills Coach in the Natick Day Program followed. Now she's a certified RBT.

For Kallie, a 2024 Stonehill College graduate, the timing of the RBT training offered through Charles River was welcome happenstance.

"As I finished up my senior year, I was able to do the 40 hours of online training at my own pace," she said. "Once the training was complete, I did the required competency assessment with my Charles River supervisor, and then took the state licensing test."

Six months into her new RBT role, Kallie is working with 40 individuals, in Natick and in Charles River residential homes. "Being an RBT has been a great experience," she said. "I've learned that I want to stay on the clinical side and pursue a master's degree in Applied Behavior Analysis, with the goal of eventually becoming a BCBA."



- Success story- Kallie
- Stonehill Intern
- RBT certified- full time
- Using Career Path
  - Pursuing Board Certified Behavior Analyst (BCBA)



**HCBS Workforce  
Grant Summit**

# Questions & Answers



**HCBS Workforce  
Grant Summit**



**EOHHS**

# Wayside Career Map

Wayside Youth and Family  
Support Network

**Juliana Ferreira, Recruitment Manager**



**HCBS Workforce  
Grant Summit**

# Agenda

- Wayside's Career Map
    - Why a map?
    - Opportunities & Highlights
    - Growth matters
  - Interns
    - The Grant's Biggest Impact
- 



# Wayside's Career Map

- This is a tool for our employees to explore **“What’s next?”** in their career at Wayside
- Supports **growth** across three unique tracks — open to all staff, regardless of role or program
- Moves beyond the traditional “career ladder” — choose **your own path**: upward, lateral, or exploratory!

## Why a Career Map?

- Traditional ladders go only **up**
- Our map encourages **movement in all directions** based on your interests and goals
- Designed to reflect the diverse journeys our employees take

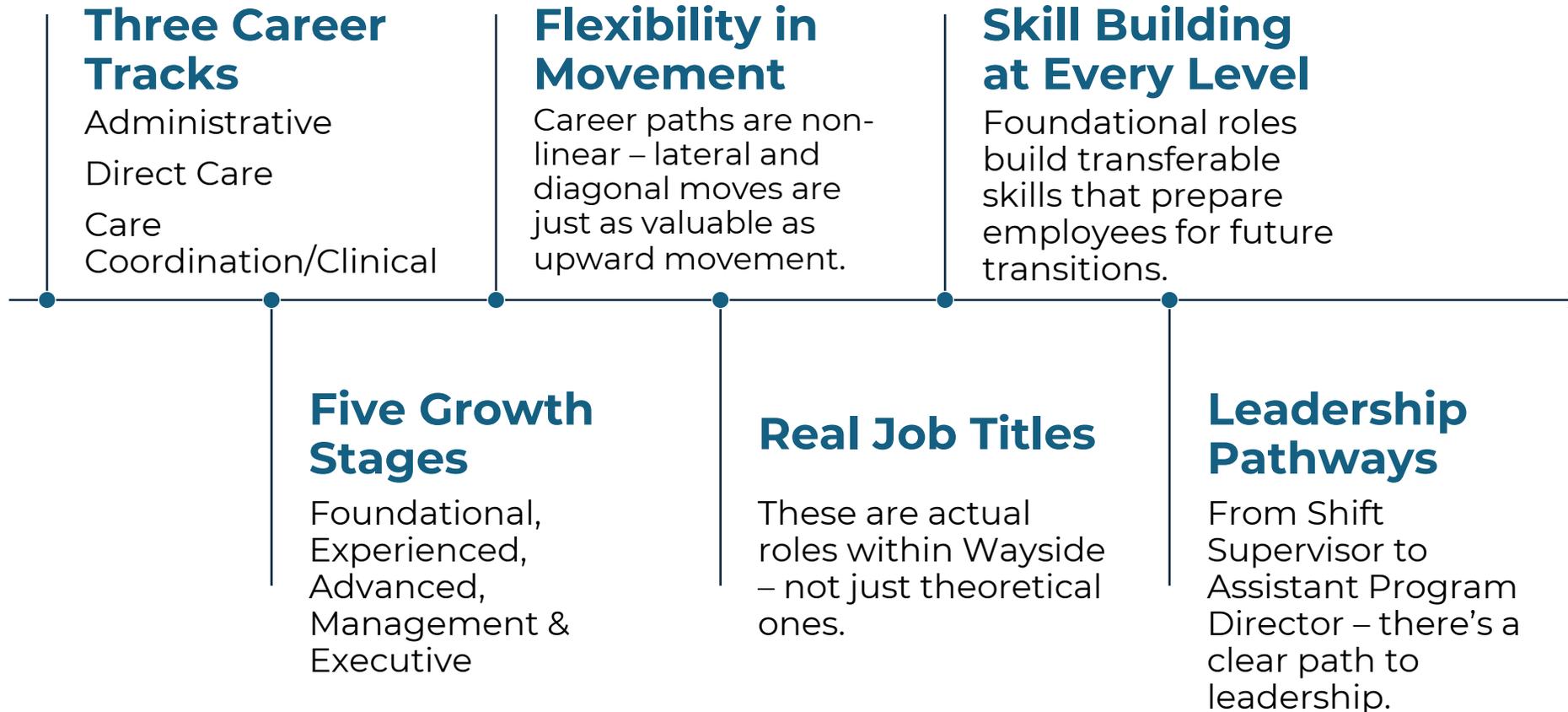
# Career Map

	Foundational		Experienced			Advanced
	Entry	Entry +	Associate	Intermediate	Intermediate+	Specialist
	Foundational 1	Foundational 2	Experienced 3	Experienced 4	Experienced 5	Advanced 6
Administrative	<ul style="list-style-type: none"> <li>Administrative Assistant - Campus</li> <li>Administrative Assistant - Community Services</li> <li>Custodian</li> <li>Data Specialist-Leads</li> </ul>	<ul style="list-style-type: none"> <li>Accounts Payable Specialist</li> <li>Human Resources Assistant</li> <li>Maintenance Technician</li> </ul>	<ul style="list-style-type: none"> <li>Cash Accountant</li> <li>E.H.R. Specialist</li> <li>Medical Billing Specialist</li> </ul>	<ul style="list-style-type: none"> <li>Benefits Specialist</li> <li>Development Associate</li> <li>Human Resources Associate</li> <li>Marketing Associate</li> <li>Payroll Specialist</li> <li>Recruiting Associate</li> <li>Senior Accountant</li> <li>Senior Billing Specialist</li> </ul>	<ul style="list-style-type: none"> <li>IT Systems Analyst I</li> </ul>	<ul style="list-style-type: none"> <li>Career Development Coordinator</li> <li>IT Systems Analyst II</li> </ul>
Direct Care	<ul style="list-style-type: none"> <li>Residential Counselor I</li> <li>Outreach Worker</li> </ul>	<ul style="list-style-type: none"> <li>Family Partner I - CSA</li> <li>Family Partner I - DMH</li> <li>Family Partner I - FRC</li> <li>Peer Support Specialist I</li> <li>Residential Counselor II</li> <li>Teacher's Assistant</li> <li>Transition Facilitator I</li> </ul>	<ul style="list-style-type: none"> <li>Peer Support Specialist II</li> <li>Transition Facilitator II</li> <li>Youth &amp; Family Support Worker I</li> </ul>	<ul style="list-style-type: none"> <li>Prevention Specialist I</li> <li>Senior Peer Support Specialist</li> <li>Shift Supervisor</li> <li>Trauma Intervention Specialist I</li> <li>Youth &amp; Family Support Worker II</li> </ul>	<ul style="list-style-type: none"> <li>Family Partner II</li> <li>Family Support Specialist - FRC</li> <li>Prevention Specialist II</li> <li>Senior Transition Facilitator</li> <li>Senior Youth &amp; Family Support Worker</li> <li>Teacher*</li> <li>Trauma Intervention Specialist II</li> </ul>	<ul style="list-style-type: none"> <li>Lead Teacher*</li> <li>Senior Shift Supervisor</li> </ul>
Care Coordination/ Clinical		<ul style="list-style-type: none"> <li>Service Coordinator Trainee</li> </ul>	<ul style="list-style-type: none"> <li>Service Coordinator</li> <li>Medical Case Manager</li> </ul>	<ul style="list-style-type: none"> <li>Intensive Care Coordinator I</li> <li>Senior Medical Case Manager</li> <li>Senior Service Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>Education Coordinator</li> <li>Intensive Care Coordinator II</li> </ul>	<ul style="list-style-type: none"> <li>Clinician - Day Center*</li> <li>Clinician - FRC**</li> <li>Clinician - In-Home*</li> <li>Clinician - MCI*</li> <li>Clinician - Outpatient*</li> <li>Clinician - Residential*</li> <li>Clinician - Young Adult*</li> <li>Intensive Care Coordinator - Masters Level*</li> <li>Sr. Education Coordinator</li> <li>Social Service Resource Specialist- Multi*</li> </ul>

# Career Map

	Advanced			Management				
	Sr. Specialist	Sr. Clinical/ Supervisory	Clinical Manager/ Assistant Director Level	Director Level	Sr. Director	Sr. Management	Executive	Executive
	Advanced 7	Advanced 8	Advanced 9	Management 10	Management 11	Management 12	Management 13	Management 14
Administrative	<ul style="list-style-type: none"> <li>• Benefits Manager</li> <li>• Contract Manager</li> <li>• Development Manager</li> <li>• HR Manager</li> <li>• Inclusion Manager</li> <li>• Marketing Manager</li> <li>• Payroll Manager</li> <li>• Recruiting Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Compliance Coordinator*</li> <li>• Risk Management Coordinator*</li> </ul>		<ul style="list-style-type: none"> <li>• Accounting Manager</li> <li>• Billing/Revenue Manager</li> <li>• E.H.R. Manager</li> <li>• Executive Assistant</li> <li>• Facilities Manager</li> <li>• IT Director</li> <li>• Risk Management Director*</li> </ul>	<ul style="list-style-type: none"> <li>• Controller*</li> </ul>	<ul style="list-style-type: none"> <li>• Director of People &amp; Culture</li> </ul>	<ul style="list-style-type: none"> <li>• CFO*</li> <li>• VP - Compliance</li> </ul>	<ul style="list-style-type: none"> <li>• CEO</li> </ul>
Direct Care	<ul style="list-style-type: none"> <li>• Program Coordinator - Community Services (Non-Masters)</li> <li>• Program Coordinator - Multi (Non-Masters)</li> <li>• Program Coordinator - Trauma</li> <li>• Program Coordinator - Young Adult Services</li> <li>• Senior Family Partner - CSA</li> </ul>	<ul style="list-style-type: none"> <li>• Assistant Program Director - Campus</li> <li>• Assistant Program Director - Young Adult Services</li> <li>• Assistant Principal*</li> <li>• Project Director - Multi</li> </ul>		<ul style="list-style-type: none"> <li>• Program Director - Campus</li> <li>• Program Director - FRC</li> <li>• Program Director - Leads*</li> <li>• Program Director - Multi</li> <li>• Program Director - Parent Peer Partnership</li> <li>• Program Director - Prescott</li> <li>• Program Director - ShortStop</li> <li>• Program Director - Tempo</li> <li>• Program Director - Trauma</li> <li>• Principal*</li> </ul>	<ul style="list-style-type: none"> <li>• Senior Program Director - Campus / Assistant Campus Director</li> <li>• Senior Program Director/Site Director - Community Services</li> </ul>	<ul style="list-style-type: none"> <li>• Campus Director</li> <li>• Regional Director</li> </ul>	<ul style="list-style-type: none"> <li>• VP - Young Adult Services</li> <li>• VP - Campus Services</li> <li>• VP - Community Services</li> </ul>	
Care Coordination/ Clinical	<ul style="list-style-type: none"> <li>• Campus Admissions Director</li> <li>• Senior Clinician - Community Services**</li> <li>• Senior Clinician - Residential/Day Center**</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Supervisor - Campus**</li> <li>• Clinical Supervisor - Community Services**</li> <li>• Nurse - Campus</li> <li>• Nurse - Young Adult</li> <li>• Program Coordinator - Masters Level*</li> <li>• Senior Intensive Care Coordinator**</li> </ul>	<ul style="list-style-type: none"> <li>• Assistant Clinical Director - Campus**</li> <li>• Assistant Site Director - Community Services*</li> <li>• Clinical Director - Community Services**</li> <li>• Clinical Director - Young Adult Services**</li> <li>• Program Manager*</li> <li>• Nurse Prescriber**</li> <li>• Nursing Supervisor**</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Director - Campus**</li> <li>• Program Director - Continuum*</li> <li>• Program Director - CSA*</li> <li>• Program Director - MCI*</li> <li>• Psychiatrist**</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Director**</li> </ul>			

# Highlights of Wayside's Career Map



# Growth Matters

We're **invested** in our employees' long-term success at Wayside

The Career Map helps them identify **exciting, meaningful opportunities**

They use it to guide their **development, learning, and internal mobility**



**HCBS Workforce  
Grant Summit**

# Growth Opportunities

- Preply language tuition
- Trainings through our Training Institute
- Relias – not just compliance!
- FSU Cohorts



**HCBS Workforce  
Grant Summit**

# Interns – The Grant’s Biggest Impact

## The Role of Clinical Interns at Wayside

- **At Wayside, clinical interns are essential to our mission.**
- Interns bring **fresh insight, dedication, and passion** to our work.
- They receive **real-world training** while making a meaningful impact on clients and teams.
- Many of our **current clinicians, supervisors, and leaders** began their journey as interns at Wayside.

## From Intern to Leader

- The **Career Map** reflects a **clear path** for clinical interns to grow within our agency: **Intern → Clinician → Supervisor → Director → Executive**
- We’re proud to **invest in our interns**—many choose to stay and build their careers at Wayside.
- This grant enabled us to recognize the value of our interns’ contributions by providing \$10,000 stipends to second-year interns. During the grant period, more than 50 interns participated in our programs.

# Questions & Answers

**THANK YOU**



**HCBS Workforce  
Grant Summit**