



NHC Member Position Description 2017-2018



Please complete one service position description for EACH member you are requesting, using this template.

The service position description is used in the recruitment and matching process. Each service position description must be sent electronically in MS Word format to complete an application.

MEMBER POSITION/TITLE

Health & Benefit Advocate

AMERICORPS PROGRAM

Program: National Health Corps

Location: Philadelphia

HOST SITE NAME & LOCATION

Steven and Sandra Sheller 11th Street Family Health Services of Drexel University in partnership with Family Practice and Counseling Network
850 N 11th Street
Philadelphia, PA 19382

ORGANIZATION DESCRIPTION & MISSION

The Family Practice & Counseling Network (FPCN) is a federally qualified health center that is a program of Resources for Human Development (RHD), a multi-faceted Philadelphia-based nonprofit. Since it opened in 1992, the FPCN has grown and developed in response to need and demand by the communities served, from the original converted apartment space within the Abbottsford public housing development to a network of four health centers – Abbottsford-Falls Family Practice & Counseling in Northwest Philadelphia, Steven and Sandra Sheller 11th Street Family Health Center of Drexel in North Philadelphia, the Health Annex in Southwest Philadelphia, and the East York Health Center in York, PA – as well as a site dedicated to behavioral health services for children in Philadelphia and Qcare Convenient Care Clinic at Shoprite in Northwest Philadelphia. Network services are targeted to public housing residents and people from the surrounding communities and primary care services are provided by nurse practitioners, with the assistance of nurses, medical assistants, midwives, diabetes educators, dietitians, outreach workers, social workers, and specialists. The Network is licensed to provide behavioral health services and provides oral health services, and these are fully integrated with primary care. Steven and Sandra Sheller 11th Street Family Health Services has been trained in Sanctuary Model and adheres to the seven commitments: nonviolence, emotional Intelligence, social learning, open

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communication, democracy, social responsibility, and growth and change.

MEMBER POSITION PURPOSE

The member will help patients obtain, keep, and understand their insurance benefits. Members will stay abreast of changes in insurance to help patients understand and navigate those changes. Members will also help patients enroll in other benefits, such as SNAP and LIHEAP. This allows patients to better care for their health and healthcare needs.

MEMBER TERM OF SERVICE

This is a full-time AmeriCorps national direct service position. To fulfill this position, the member will:

- complete a minimum of **1,700** hours of service during this period. A maximum of 20% of these hours may be in training and a maximum 10% of these hours may be for pre-approved fundraising activities.
- understands that in order to successfully complete the term of service (as defined by the Program and consistent with regulations of the Corporation for National & Community Service) and to be eligible for the education award, he/she must:
 - a. Serve a minimum of 1,700 hours
 - b. Satisfactorily complete Pre-Service Orientation (PSO)
 - c. Satisfactorily complete service assignments as defined in the member position description and determined by the NHC Program Site.

SITE CONSIDERATIONS

Is the site accessible via public transportation (if yes, what line/route)?: Yes, SEPTA bus 23

Does this position require a personal vehicle? No

How will your organization reimburse the member for transportation costs? SEPTA Transpasses will be provided

Organization dress code: Business Casual

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EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

Monday to Friday, 8:30am – 5pm. 11th Street is open 3 evenings a week and 2 Saturdays a month, so that if the member needed to catch up on hours or complete a special project, she/he would be able to do so.

MEMBER ROLE/DESCRIPTION OF DUTIES:

11th Street Family Health Services is located in Lower North Philadelphia. In addition to primary and preventive services, the health center provides diagnostic testing and screening, HIV-testing and counseling, family planning, prenatal, obstetric and midwifery services, creative arts therapies, nutrition and diabetes education and support groups, social services, mind body therapies, podiatry, physical therapy, and fitness training. We have an active social service department helping patients with insurance, benefits counseling, prescription assistance, arranging transportation, providing advocacy and referrals to community agencies. As the center continues to strengthen its roots in the community and identify community needs we are always seeking new ways to serve our patients.

In fiscal year 2016, 11th Street served 5,933 patients and provided more than 23,787 visits. Over 85% of these patients had incomes under 200% of poverty. Of all the patients served, 85% identified as Black or African American, 7% identified as White, 7% identified as Hispanic or Latino, and 1% identified as Asian/ American Indian/ Other. 14% of our patients were uninsured and an additional 73% were dependent on Medical Assistance. Our goal is for every uninsured patient to receive an insurance and benefits assessment. We know that without insurance, patients have limited access to the medical care that they and their families need. If patients are not eligible for insurance, then efforts are made to help them apply for prescription assistance or to access low cost medications. All of the patients who receive Medical Assistance need support and advocacy to negotiate a difficult and challenging system. Even our patients on Medicare may need help to access benefits for which they are eligible but do not receive. The AmeriCorps Member will serve with the Social Services Department to help assist our uninsured and Medicaid patients by providing insurance and benefit assessments and assisting with Medicaid, Health Insurance Marketplace, Prescription Assistance, and SNAP applications.

Our patients reflect the poverty and health problems of the areas served. They experience high rates of obesity, diabetes, and hypertension and are at risk for serious complications. Many patients – regardless of insurance status – need support in navigating our complex health care system, including assistance in identifying specialists who accept their insurance or take uninsured patients, in requesting and receiving necessary referrals, prescriptions and clearances for specialty services, and in ensuring that reports of these services are received by their primary care provider. As more individuals become insured they

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often require assistance in understanding how their insurance benefits and health care system work.

PROGRAM, PROJECT, OR INITIATIVE NAME (INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)	MEMBER ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the member will be responsible for, for each program/project listed)	MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER (if any).
Health benefits outreach and enrollment (55%)	<ul style="list-style-type: none"> Member will deliver information to patients about health insurance programs, including Medicaid, the Marketplace, and Emergency Medical Assistance. Member will conduct insurance assessments and assist patients in applying for health insurance using the PA Compass System. If not eligible for Medical Assistance, the member will assist the patient in applying for prescription medication assistance and other health benefit programs, or assist the patient in applying for health insurance through the Marketplace. The member may serve as an advocate in assisting the patient to 	<ul style="list-style-type: none"> Member will have face to face contact with at least 10 people a week. Member will complete at least 160 applications for insurance or prescription assistance over the course of service. Member will enroll at least 120 individuals in insurance or prescription coverage. 	<ul style="list-style-type: none"> Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs Health Insurance Screening and Enrollment Assistance Prescription Medication Assistance Program (PMAP) and/or Other Health Benefit Screening and Enrollment Assistance

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	negotiate public assistance, community resources, and the health insurance marketplace. This includes significant advocacy efforts with DHS, including insure supporting documents were received and the application is being processed.		<ul style="list-style-type: none"> ● Health Insurance Enrollment ● Prescription Medication Assistance Program (PMAP) and/or Other Health Benefit Screening and Enrollment
Insurance benefits education and maintenance (30%)	<ul style="list-style-type: none"> ● After submitting a medical assistance application members will call the CAO or Change Center to insure supporting documents were received and the application is being processed. ● Member will assist with benefits maintenance and questions pertaining to coverage, including PCP and HMO selections or changes, insurance verifications, explanation of benefits, etc. ● Member will assist Medicare patients with understanding their insurance benefits and assisting them with applying for supplemental health insurance. 	<ul style="list-style-type: none"> ● Member will provide insurance benefits education and maintenance services to 125 patients throughout the service term 	<ul style="list-style-type: none"> ● Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs ● Health Insurance Screening and Enrollment Assistance

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Social Service Navigation (10%)	<ul style="list-style-type: none"> The member may serve as an advocate in assisting the patient to negotiate the public welfare system and community resources and benefits such as SNAP, LIHEAP, and Logisticare. 	<ul style="list-style-type: none"> The member will connect at least 35 patients to community resources and public benefits. 	<ul style="list-style-type: none"> Social Service Navigation Health Care Service Enrollment and Scheduling
Health promotion and education (5%)	<ul style="list-style-type: none"> Member will be encouraged to participate in a range of health education activities at the Center which might include both leadership and offering support to the program leaders. This could include additional work with the PA Chronic Care Initiative, fitness and nutrition efforts, prenatal and parent support groups, smoking cessation classes, or community outreach for increased access to care. 	<ul style="list-style-type: none"> Member will connect at least 20 patients with individual or group health education sessions/programs. 	<ul style="list-style-type: none"> Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs Health Care Service Enrollment and Scheduling Health Education: Prevention Health Education: Disease Management
SITE ORIENTATION AND TRAINING			
<p>There will be a variety of training offered which will include orientation, shadowing, role plays, group training, phone conferences, and webinars. The AmeriCorps Member will receive a manual that was written by their predecessor of the AmeriCorps Member position. The AmeriCorps Member will shadow the social worker and then be shadowed by the social worker. There is memorization that is needed, the policies of both public assistance and the health insurance marketplace. There is formal training and certification to become a certified application counselor. The Member will receive training in our Electronic Health Record as well as the history of the Center and the</p>			

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community served. The member will also receive extensive training in the Sanctuary Model of trauma informed care, a model of care in which every staff member at the Center is trained in. There is also a supportive staff that is available to answer any questions.

Please see *Member Training Plan* for more details, including specific topics, facilitators and timelines.

MEMBER BENEFITS

The member in this position will receive from the NHC program the following benefits:

1. **Living Allowance** in the amount of **\$12,630.00**.
 - a. The living allowance is taxable, and taxes will be deducted directly from the living allowance.
 - b. The living allowance is not a wage. It is intended to provide for expenses a member incurs while actively serving and is not linked to the number of hours a member serves. A member who completes his/her term of service early or will receive the portion of the living allowance that would be provided for that period of participation under the program's living allowance distribution policy (a member who leaves in the first week (or first ½) of a pay period receives ½ a stipend; a member who leaves early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early will not be eligible for the remaining amount of their living allowance, either in "lump sum" or incremental payments. A member may not receive a living allowance if they are suspended by the program.
2. **Health Insurance.** If a full-time member is not currently covered by a health insurance program or loses coverage due to participation in the Program, they are eligible to receive limited health insurance through the program where they serve. Insurance coverage for full-time members begins after mandatory documentation is received and processed. Member insurance coverage does not cover family members and dependents.
3. **Child Care.** Child care subsidy, paid directly to the child care provider by a CNCS benefits administrator, GAP Solutions, is available to members who qualify. GAP Solutions distributes this allowance evenly over the term of service on a monthly basis. Members are responsible for locating their own child care providers. The amount of the child care subsidy that the member may be eligible for varies by state and may not cover the full cost of child care.
4. **Education Award.** Upon successful completion of the member's term of service, the member may be eligible to receive an education award from the National Service Trust. For successful completion of a full-time term (minimum of 1,700 hours), the member will receive a \$5,815 Education Award. The member understands that he/she may not receive more than the amount equal to the total value of two education awards for full-time service from the National Service Trust, regardless of the stream of service in which the member serves.

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5. **Loan Forbearance Interest:** If the member has received forbearance on a qualified student loan during the term of service, and the member successfully completes the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. After a member is enrolled in e-grants by the Program Director, they may use the CNCS web-based system to apply for loan forbearance. The NHC is not responsible for following through with private lenders.

MINIMUM NHC MEMBER QUALIFICATIONS

In order to be eligible to serve in this position and in the NHC Program, a person must meet the following requirements:

1. Must be at least 18 years of age by the time training begins;
2. Must be a United States citizen or National or have a permanent resident visa;
3. Must have a high school diploma or an equivalency certificate (or agree to obtain a high school diploma or its equivalent before using an education award) and must not have dropped out of elementary or secondary school in order to enroll as an AmeriCorps member (unless enrolled in an institution of higher education on an ability to benefit basis and is considered eligible for funds under section 484 of the Higher Education Act of 1965, 20 U.S.C. 1091), or who has been determined through an independent assessment conducted by the Program to be incapable of obtaining a high school diploma or its equivalent;
4. Must have complied with all CNCS required criminal history checks including 1) a State Criminal Registry Check of the CNCS designated repository in both the state in which the program operates and the state in which the member resided at the time they applied to the program; 2) a nationwide fingerprint based FBI background check; and 3) a Department of Justice National Sex Offender Registry Check. The member understands that if the results of the required criminal history checks reveal that they are subject to a state sex offender registration requirement and/or have been convicted of homicide (1st, 2nd or 3rd degree) they will be **ineligible** to serve in the Program. The member also understands they will have the opportunity to review and dispute the findings from the criminal history check.
5. Must submit valid forms of documentation to prove date of birth and citizenship/naturalization/resident alien status and must have a valid government issued photo identification;
6. Must disclose any history of having been released from another AmeriCorps program; failure to do so will render one ineligible to receive the education award;
7. Must submit evidence that they successfully completed any previous AmeriCorps terms, if applicable;

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8. Must furnish all other documentation deemed appropriate by the program and host service site.

SITE MEMBER QUALIFICATIONS

The member needs to be comfortable engaging a diverse population in an urban setting. In order to engage people on a one-on-one basis, they need strong interpersonal skills and good communication techniques. Being well-organized yet flexible is a key characteristic. The member needs to be empathetic and patient, and not afraid to ask for assistance if needed. The member also needs to be self-directed and motivated to complete their responsibilities. 11th Street is a fast-paced setting that an outgoing, flexible, and patient Member might enjoy.

We would generally anticipate that the Member would be a college graduate, but this is not a requirement. Experience functioning effectively in a customer service setting with a wide variety of individuals is an asset. Excellent computer skills are a requirement. If the member is bilingual that would be an asset but not an expectation.

EVALUATION AND REPORTING

All NHC member will be given written performance review by both their host site supervisor and NHC Program Director at the mid-term and end of their term of serve. These performance reviews will be, based on the member's performance at their host site and their participation in National Health Corps responsibilities such as member trainings, committees and group service projects. If a member disagrees with any aspect of their performance review, they can indicate that on the review and they may appeal to the Program Director in writing, according to the grievance procedure. NHC members will be evaluated according to the following criteria:

- a. Whether the member has satisfactorily completed service assignments, tasks or projects;
- b. Whether the participant has met any other performance criteria which has been clearly communicated both orally and in writing at the beginning of the term of service;
- c. The member's ability to establish and maintain positive interpersonal relationships and whether they participated in NHC activities;
- d. Whether the participant has completed or is on track to complete the required number of hours outlined in their member contract to complete their term of service.

EMPLOYMENT STATUS OF AMERICORPS MEMBERS IN THIS POSITION

For guidance related to the employment status of AmeriCorps members please refer to the below link:

<http://www.nationalservice.gov/documents/main-menu/2015/frequently-referenced-resources-about-employment-status-ameri-corps-members>

AMERICORPS BRANDING AND MESSAGING

For guidance on AmeriCorps branding and messaging, please refer to the below link:

<http://www.nationalservice.gov/documents/ameri-corps-state-and-national/2015/ameri-corps-branding-and-messaging-guidance>

NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION

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Sara Wein MSS, MLSP, LSW
Program Director, National Health Corps Philadelphia
swein@healthfederation.org
215-567-8001 x3045

Diana Hartley-Kim, LSW, MSW
Social Worker
215-769-1583
Dh642@drexel.edu

SIGNATURES

By signing below, you acknowledge that you have read and understand the contents of this position description

Host Site Supervisor Full Name (Print):

Host Site Supervisor Signature:

Date:

AmeriCorps NHC Member Full Name (Print as listed on formal documentation):

AmeriCorps NHC Member Signature:

Date:

By signing below, you acknowledge that this position description was finalized/approved by the NHC Operating Site Director:

NHC Operating Site Director Full Name (Print):

NHC Operating Site Director Signature:

Date: