



NHC Member Position Description 2017-2018



MEMBER POSITION/TITLE

Community Health Educator

AMERICORPS PROGRAM

Program: National Health Corps

Location: Philadelphia

HOST SITE NAME & LOCATION

Pennsylvania Health Access Network
1501 Cherry Street
Philadelphia, PA 19102

ORGANIZATION DESCRIPTION & MISSION

Mission: Stronger Voices for Better Health

Vision: All Pennsylvanians have high quality, affordable, and equitable health coverage options.

The Pennsylvania Health Access Network (PHAN) is a statewide consumer-driven organization working to improve the quality and accessibility of the Commonwealth's health coverage options. Strengthening consumer voices in health equity discussions since 2007, PHAN focuses on rural and underserved communities. PHAN educates consumers, advocates, and organizations on policy issues that enhance the value, affordability, and outcomes of healthcare delivery. PHAN provides technical assistance, training, and coordination to regional and statewide groups. As navigators, PHAN has enrolled nearly 7,000 people in coverage in 51 of 67 counties through the Health Insurance Marketplace, Medical Assistance, and CHIP, and works with the newly insured to be engaged, informed consumers. PHAN runs a statewide consumer helpline. PHAN has a proven track record of leading effective campaigns and coalitions around key consumer issues, including Cover the Commonwealth for Medicaid Expansion, Housing as Health for supportive housing services in Medicaid, and Insure PA to ensure coverage gains and our health care safety net, including Medicaid, continue to receive support.

MEMBER POSITION PURPOSE

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The Health Educator and Advocate role is to support the newly insured consumers PHAN enrolls in coverage as they access medical care, to help them understand their coverage, how to be a proactive patient in medical encounters, and to address low levels of patient activation through targeted education and support.

This position will be responsible for expanding current as well as developing new community sites for patient activation training and will further improve and develop the patient activation curriculum.

This position will also serve closely with PHAN's navigators and when conducting community outreach to increase the community's knowledge of this program, the member will need to be aware of health coverage eligibility criteria to make appropriate referrals to navigators when they encounter someone who is uninsured or ineligible for their current program.

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. All forms of public transportation come into Center City.

Does this position require a personal vehicle? No, but travel will be spread out throughout the city and so it could be useful.

How will your organization reimburse the member for transportation costs? The member will submit expense reports with mileage logs or public transportation costs on a monthly basis to be paid on the 15th following the end of the month.

Organization dress code: Business casual – should be in accordance with the community site. Some sites may have stricter standards.

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EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

The member will establish a regular schedule that fits the needs of the consumers we serve. Since many consumers work during the day, the member may need to switch between a traditional 9am to 5pm schedule to a 11:30am to 7:30pm to accommodate consumer schedules. Flexibility will be given to the member to decide how this will best work while still accomplishing the goals of this project.

MEMBER ROLE/DESCRIPTION OF DUTIES:

- Through one-on-one and small group interactions, the member will seek to increase patient activation. Patient activation is the knowledge, skills, and confidence people need to manage their health and healthcare. This will include explaining health coverage, its benefits, and the consumer's rights under their coverage, along with helping them navigate care access, to include finding a doctor, evaluating medical interactions, understanding and engaging in an individual treatment plan, and overcoming barriers consumers encounter. The member will engage directly with consumers who our navigators enroll in coverage and provide the follow up and support, should the consumer consent to this kind of engagement, throughout the course of the year.
- The member will utilize existing materials and develop new materials to aid in the process. The member will engage consumers at our offices or at community-based sites familiar to the consumer. These sites could include existing enrollment sites or new venues developed by the member based on the consumer needs.
- The member will spend time conducting outreach to the newly enrolled and ensure that this program is offered to every enrollee in the Philadelphia-area, to include some limited work in communities near Philadelphia, but not in the city limits.
- The member will conduct community outreach to other communities related to PHAN that could benefit from this kind of engagement.
- The member will be knowledgeable about health coverage options and be able to assess a consumer's eligibility for health coverage options. In some situations, the member will be able to directly enroll the consumer in health coverage if they are uninsured or make a referral to a navigator for assistance using a warm-handoff method.
- The member will spend time documenting consumer encounters and analyzing common barriers in order to adapt patient activation materials and additionally provide data to PHAN about consumer experiences and barriers to care.
- The member will collect stories of consumers who have had significant health care experiences that would help other consumers understand how to access care or barriers that consumers encounter.
- Below is a list of key duties for which the member will be responsible. Each of these emphasizes PHAN's commitment to community engagement and building stronger voices for better health through direct serve to the community.
 - Identify and mobilize key community organizations, leaders, and residents around strategies and programs to increase

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patient activation and overall community health and wellness

- Plan with assistance a targeted and coordinated approach to community engagement
- Conduct community outreach, including attending events, contacting consumers over the phone
- Storybanking: document consumer experiences in written and visual mediums, including video
- Educate the community through public presentations, phone calls, mailings, tabling, etc.
- Develop or modify materials to meet outreach demand and specific community needs
- Organize events that draw out support for policy priorities, focusing on community involvement
- Maintain detailed notes and track data on activities
- The member will be responsible for all aspects of designing, implementing, and evaluating this new patient activation program.
- These activities align with health care access and health literacy, as well as accessing primary care.
- PHAN has found ways to incorporate elements of patient activation into other positions, but has not had a position solely dedicated to patient activation education and community engagement. This position does not duplicate, replicate, or in any other way replace existing work done at PHAN.
- At this time, there is no expectation that this position will engage in allowable fundraising activity. If that changes, it will comply with the limitations on allowable fundraising activity as outlined in requirements of 45 CFR §§ 2520.40-.45.
- Training for this position is expected to be approximately 140 hours, which is 8% of the total time and complies with the less than 20% requirement of 45 CFR §2520.50.
- This position follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f).
- The member will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65.
- This position will require a Pennsylvania ChildLine Child Abuse Clearance, a Pennsylvania Criminal Record Check, and a FBI Background Check and fingerprinting in compliance with the standards for recurring access to vulnerable populations as outlined in 45 CFR §2510.20.

PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE	MEMBER OUTPUTS (How many classes,	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT
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(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)	(List the key activities the member will be responsible for, for each program/project listed)	workshops, clients, patients etc. will the member conduct/serve under each activity)	WITH NHC MISSION THIS ACTIVITY FALLS UNDER (if any).
Patient Activation Program (80%)	<p>The member will engage and help to navigate newly insured consumers with care utilization. This will include explaining health coverage, its benefits, and the consumer's rights under their coverage. The member will:</p> <ul style="list-style-type: none"> • Design new and revise existing health insurance coverage literacy materials and curriculum content. • Collaborate with Health Navigators to conduct patient activation training with existing community sites, as well as identify new community sites to promote patient activation training. • Recruit participants for the patient activation program through individual contacts and community outreach efforts. • Educate newly insured consumers through one-on-one sessions as well as group sessions. Document participant progress following training. • Collect stories from consumers that help improve patient activation or document 	<ul style="list-style-type: none"> • Develop 10 new health insurance coverage literacy training modules • Establish 6 new community sites to promote and conduct patient activation training • Educate 1,500 consumers through patient activation training curriculum • Of those 1500 	<ul style="list-style-type: none"> • Deliver Information about Health Insurance, Health Care Access, and Health • Health Education • Capacity Building

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	key barriers faced by consumers.	consumers, at least half will report Increased care utilization	
		<ul style="list-style-type: none"> • Collect 300 stories from consumers • Document 25 barriers to care 	
Direct Care Navigation (10%)	<p>The member will assist newly insured consumers with navigating care access, including finding a doctor, evaluating medical interactions, understanding and engaging in an individual treatment plan, and overcoming barriers consumers encounter. The member will:</p> <ul style="list-style-type: none"> • Assist consumers with identifying a primary care doctor • Support consumers with follow through on their treatment plans (scheduling follow up appointments and tests.) • Helping consumers change managed care organizations when they need a different network • Help consumers track their health care experiences. 	<ul style="list-style-type: none"> • Member will assist 50 consumers with care access and utilization services 	<ul style="list-style-type: none"> • Deliver Information about Health Insurance, Health Care Access, and Health • Health Care Service Enrollment and Scheduling

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Coverage Navigation (10%)	<ul style="list-style-type: none"> • Helping consumers understand eligibility for health coverage options • Member will make warm handoff referrals to navigators for assistance with health insurance enrollment services 	<ul style="list-style-type: none"> • Member will refer 100 consumers to a navigator for health insurance enrollment services 	<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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SITE ORIENTATION AND TRAINING

To best familiarize the member with health coverage options, the member will be required to complete the Federal navigator training. This should take roughly 40 hours and will require, upon completion, registration with the Commonwealth of Pennsylvania as a navigator. This will require that the applicant be able to complete a FBI criminal background check and fingerprinting. Since PHAN is a navigator organization, it is essential that all on-the-ground members have that credential to ensure we are in compliance with state and federal laws.

This training is supplemented by roughly 20 hours of additional online trainings and webinars. The member will also complete shadowing with PHAN's navigators to help the member understand the constituency we serve and the issues that our consumers face. We would expect between 1 and 2 weeks of shadowing.

The site supervisor conduct an 8-hour orientation to the site with the member.

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

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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.
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

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

SITE MEMBER QUALIFICATIONS

Qualifications:

- Desire to improve people's lives by connecting them to health care and a passion for social justice
- Ability to work effectively and professionally in a fast-paced environment
- Flexibility to vary your schedule and work environment with consumer needs (self-set schedule and the ability to serve from home)
- Knowledge of and ability to work and engage with the uninsured, under-served and under-represented populations
- Passionate about health care access, equity, and social justice
- Interest in health policy or healthcare-related systems
- Desire to work actively on the ground with community residents
- Independent worker who can self-motivate
- Positive, optimistic, goal oriented attitude
- Attentive to detail (this is critical to our work)

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- Willingness to build knowledge and action in underrepresented populations through community engagement and grassroots organizing tactics

Requirements:

- Some experience or interest in public health and community outreach
- Knowledge of community outreach and engagement; organizing experience desired
- An undergraduate degree preferred in social work, public health, or similar human services related-field
- Intermediate computer skills and be able to type at least 40 wpm
- The ability to travel throughout the City of Philadelphia
- Bilingual candidates (Spanish & English) will be given top priority
- Demonstrated ability meet deadlines, while managing and prioritizing multiple tasks
- Excellent oral and written communication skills
- Experience talking with people about or motivating people to take action on specific issues
- Strong working knowledge of computers, software, and online applications

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-amicorps-members>

AMERICORPS BRANDING AND MESSAGING

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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

Sara Wein MSS, MLSP, LSW
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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):

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NHC Operating Site Director Signature:

Date: