



AMR20 NHC Member Position Description

Member Position

Case Manager

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

Northeast Florida Healthy Start Coalition

Magnolia Project

5300 North Pearl St.

Jacksonville, FL 32208

Organization Description & Mission

The Northeast Florida Healthy Start Coalition, Inc. is one of 32 community-based organizations established in 1992 under the state Healthy Start initiative to reduce Florida's high infant mortality and improve the lives of pregnant women and their families. The Coalition is responsible for the planning, funding and oversight of state maternal and child health dollars. It also undertakes special community projects to improve the health and well-being of women, infants and families. The Coalition is governed by a volunteer Board representing organizations and individuals committed to improving birth outcomes in Jacksonville and the four surrounding counties. The mission of the organization is to lead the community effort to reduce infant death and improve the wellbeing of children, childbearing women, fathers and their families in Northeast Florida.

Member Position Purpose

The purpose of this AmeriCorps position is to provide case management services for male partners of Magnolia Project clients. The member will provide services such as fitness for men, health insurance enrollment, referrals to social services (e.g. transportation, SNAP, housing), and health care referrals (e.g. dental, substance use, counseling, etc.). Member will conduct home visits with clients. Member will conduct phone outreach to enroll male partners in case management services and assess client needs. Member will also provide health education to male clients on topics such as male sexual responsibility (e.g. contraception, consent, communication, healthy relationships), nutrition, diabetes management, exercise, mental health, coping skills, and stress management. Member will make referrals to and enroll clients in Fatherhood PRIDE classes such as Bootcamp for New Dads and 24/7 Dad which cover topics such as parenting, childcare, and communication. Member will conduct assistance with obtaining employment including resume building workshops, interviewing skills training, and outreach to employers who may employ clients. Member will conduct outreach to employers willing to hire clients on case management plan and will create a resource list of these employers for clients.

AMR20 NHC Member Position Description

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)? JTA Bus Line 86 & 51

Does this position require a personal vehicle? Yes.

How will your organization reimburse the member for transportation costs? Travel reimbursement documentation is due by the 5th of the following month. Reimbursement is paid via paper check and is hand delivered to the member within two weeks of submitting the reimbursement documentation. The reimbursement rate is \$0.445 per mile.

Organization dress code: Business Casual

Expected Service Time

Expected Service time: 8am to 5pm Monday through Friday

Member Role & Description of Duties

The purpose of this AmeriCorps position is to provide case management services for male partners of Magnolia Project clients. The member will provide services such as fitness for men, health insurance enrollment, referrals to social services (e.g. transportation, SNAP, housing), and health care referrals (e.g. dental, substance use, counseling, etc.). Member will conduct home visits with clients. Member will conduct phone outreach to enroll male partners in case management services and assess client needs. Member will also provide health education to male clients such as male sexual responsibility (e.g. contraception, consent, communication, healthy relationships). Member will provide education to men on other health topics such as parenting, anger management, and nutrition. Member will make referrals to and enroll clients in Fatherhood PRIDE classes such as Bootcamp for New Dads and 24/7 Dads which covers parenting, childcare, healthy relationships, and communication. Member will conduct assistance with obtaining employment including resume building workshops, interviewing skills training, and outreach to employers who may employ clients.

AMR20 NHC Member Position Description

Member activities will not duplicate or displace existing staff, volunteers or interns duties. The Northeast Florida Healthy Start Coalition has not employed someone for this role. During the service term the member will comply with all AmeriCorps rules and regulations outlined in the 45 CFR §2540.65 and §2540.40-45 sections of the handbook. The position description activities do not violate the AmeriCorps supplementation restrictions outlined in part §2540.100. The member will receive no more than 20% of the aggregate total member service hours in training as outlined in the requirements of 45 CFR §2520.50. The position activities follow 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 activities prohibited by AmeriCorps as outlined in 45 CFR §2520.65. The member will be serving vulnerable populations.

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).
Case Management (20%)	<p>Member will conduct outreach to male partners of Magnolia Project clients for case management services. Member will conduct home visits with at risk men. Member will assess client needs and navigate them to necessary resources. Member will schedule follow up appointments and continued services.</p> <p>Member will create and follow case plan with each client.</p>	<p>Member will conduct outreach to 30 clients a month</p> <p>Member will assess needs for at least 10 clients a month</p> <p>Member will enroll at least 5 new clients in case management services each month</p>	
Social Service Navigation (10%)	Member will help clients obtain access to social services including transportation, SNAP, free government phones, housing, Medicaid, and employment services.	Member will navigate 15 clients a month to different social services.	

AMR20 NHC Member Position Description

Healthcare Referrals (10%)	<p>Member will screen clients for chronic illness, mental health issues, opioid use, and general health issues in order to make referrals to healthcare resources in the community.</p> <p>Member will provide referrals to men for health care services including primary care, dental services, counseling, substance use, and specialty care providers (e.g. psychiatrists, neurologists, podiatrists, etc.)</p>	Member will navigate 15 clients a month to different healthcare services.	
Fatherhood PRIDE Enrollment and Referrals (20%)	Member will promote and enroll clients in Fatherhood PRIDE classes such as Bootcamp for New Dads and 14/27 dads. These classes are multi-week classes that cover topics of parenting, childcare, healthy relationships and communication for fathers that want to become better dads.	Member will enroll at least 10 clients a month into Fatherhood PRIDE programs	
Job and Employment Assistance (20%)	<p>Member will provide employment assistance and counseling for clients. Member will help clients build resumes, apply for jobs, and prepare for interviews. Member will help clients overcome barriers to obtaining employment. Member may conduct classes for multiple clients on these subjects.</p> <p>Member will conduct outreach to employers who would be willing to hire clients based on qualifications and criminal history. Member will create a resource list of these employers for clients.</p>	Member will help at least 15 clients a month with Employment Assistance services.	

AMR20 NHC Member Position Description

General Wellness Education (20%)	<p>Member will develop a men's health curriculum for implementation with male Magnolia clients.</p> <p>Member will conduct group and one on one health education on topics such as exercise, male reproductive health, nutrition, substance use disorder, anger management, mental health, and stress. Member will facilitate fitness and health education classes and activities with clients.</p>	<p>Member will conduct two classes a week on a topic of interest for their clients</p> <p>Member will recruit at least 5-10 clients to attend each class</p> <p>Member will provide one on one health counseling with 15 male clients a month</p>	
----------------------------------	---	---	--

Site Orientation and Training

- Member will obtain orientation about the Northeast Florida Healthy Start Coalition
- Member will obtain a tour and orientation about the Magnolia Project
- Magnolia staff will allow AmeriCorps member to shadow home visits and case management
- Member will obtain training on managing case files

Member Benefits

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

1. **Living Allowance** in the amount of **\$13,992.00**.

- a. The living allowance is not 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.

AMR20 NHC Member Position Description

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 \$6095 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 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

AMR20 NHC Member Position Description

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

- Comfortable conducting home visits
- Experience conducting outreach and cold calling
- Experience with health education
- Background in social services, social work, or public health
- Interest in gaining experience assisting at risk clients
- Empathy, interpersonal communication skills, and emotional intelligence is a must

Evaluation and Reporting

All NHC members 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.

AMR20 NHC Member Position Description

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 Brand 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 Host Site Supervisor

- **Dustin J Arceneaux, CHES, Program Director**
Email: darceneaux@nefhsc.org
Phone: 1 (904) 432 5073
- **Michelle Clark, Team Leader/Supervisor**
Email: mclark@nefhsc.org
Phone: 904.353.2130 ext. 1017

Site Supervisor 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 Florida Site Director:	
NHC Florida Site Director Full Name (Print): _____	
NHC Florida Site Director Signature: _____	Date: _____