

## NHC Member Position Description 2016-2017

### SERVICE POSITION DESCRIPTION

**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 to complete an application.

**HOST SITE NAME & LOCATION:** Nationalities Service Center

**MEMBER POSITION/TITLE:** HEALTH ACCESS LIAISON

**SITE SUPERVISOR ASSIGNED TO SUPPORT MEMBER:**

*Please include, name, title, phone number, email address and fax number.*

*Gretchen Shanfeld, Director of Health and Wellness, 215-893-8400, gshanfeld@nscphila.org, fax 215-735-9718*

### SITE CONSIDERATIONS

**Is the site accessible via public transportation (if yes, what line/route)?:** Yes. El, Trolley routes, bus routes

**Does this position require a personal vehicle?** No

**How will your organization reimburse the member for transportation costs?** Yes

**Organization dress code:** Casual

**Expected service schedule:** Monday to Friday, 8:30am to 4:30pm

**ORGANIZATION DESCRIPTION & MISSION:** Here at Nationalities Service Center (NSC), we believe that immigrants and refugees are a critical part of the fabric of life in the United States, and it is our vision that all immigrants and refugees achieve a life of dignity, safety, stability, sustainable opportunities and meaningful connections to their communities. To this end, NSC provides comprehensive services to immigrants and refugees, including legal protections, community integration, access to health and wellness services, and opportunities to achieve English language proficiency. Our dedicated staff are committed to ensuring that each of our clients receives high-quality holistic care and work together to refer clients to internal and external services based on the individual's needs.

Mission: Nationalities Service Center prepares and empowers immigrants and refugees in the Philadelphia region to transcend challenging circumstances by providing comprehensive client-centered services to build a solid foundation for a self-sustaining and dignified future.

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### MEMBER ROLE:

Describe the specific program(s), project(s), or initiative(s) that the member will serve with? What will the member's specific role be with this program/project/initiative? How will the member's primary activities align with the NHC's performance measures?

In June 2015, Nationalities Service Center (NSC) implemented the Health Access Program (HAP). The Health Access Program seeks to expand the availability of NSC's health services to all clients. In the past, health services have been available primarily to refugee clients. With the implementation of NSC's 2016-2018 Strategic Plan, the Health and Wellness priority area seeks to ensure that all of NSC clients, including those served by the legal team, anti-human trafficking team, and education departments, can access needed health supports.

In June 2014, NSC conducted a needs assessment of clients served by the education and legal departments to learn more about the needs of this population. This needs assessment brought to light significant needs for access to health care and information about health insurance as well as an interest in health education. In particular, over 60% of clients served by NSC's legal and education departments did not have a regular source of primary care and 70% were interested in learning more about health insurance coverage. These significant gaps, combined with NSC's existing expertise in refugee health, inspired the creation of our Health Access project.

Beginning in June 2015, NSC initiated a Health Access Pilot project in conjunction with the Legal Department. Resources such as the intake assessment and information sheet for the Health Access Liaison were created and distributed to the Legal Department. The pilot was intended to begin the formulation of the best ways to access clients from other departments, give health support, and track the effectiveness of the support. To date the pilot program has served over 100 individuals with services like health insurance enrollment, connection to primary care and other health related advocacy. For this particularly vulnerable population of low-income immigrants, these services are key to connections to needed primary care.

<b>PROGRAM OR PROJECT NAME</b> <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	<b>MEMBER ACTIVITIES</b> (List the key activities the member will be responsible for, for each program/project listed)	<b>MEMBER OUTPUTS</b> (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)	<b>NHC PERFORMANCE MEASURE(S) THIS ACTIVITY FALLS UNDER</b> <i>(if any)</i> .
Health Insurance Information, Screening and Enrollment (50%)	<ul style="list-style-type: none"> <li>Member will conduct targeted in-reach to NSC Clients to provide information and education about Medicaid, ACA, and Emergency Medical Assistance programs.</li> </ul>	<ul style="list-style-type: none"> <li>Member will conduct outreach to 500 individuals annually to support health</li> </ul>	<ul style="list-style-type: none"> <li>Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs</li> <li>Health Insurance Screening and Enrollment Assistance</li> </ul>

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	<ul style="list-style-type: none"> <li>Member will screen NSC clients for eligibility for participation in Medicaid, ACA, and Emergency Medical Assistance programs.</li> <li>Member will provide enrollment assistance for individuals and households into relevant health insurance programs including Medicaid, Affordable Care Act and Emergency Medical Assistance.</li> </ul>	<p>insurance enrollment.</p> <ul style="list-style-type: none"> <li>Member will provide enrollment assistance to (insert #) of clients</li> <li>Member will enroll <i>200 immigrant and refugees households</i> into health insurance programs.</li> </ul>	<ul style="list-style-type: none"> <li>Health Insurance Enrollment</li> </ul>
Health Screenings (10%)	<ul style="list-style-type: none"> <li>Member will collaborate with Drexel University's College of Medicine, Villanova's College of Nursing and other community partners to organize and implement onsite community outreach activities for NSC clients, including 2 annual health fairs as well as monthly health screening events.</li> </ul>	<ul style="list-style-type: none"> <li>Member will organize and implement 12 health screening sessions at NSC's site.</li> </ul>	<ul style="list-style-type: none"> <li>Preventative Health Care Service Use</li> <li>Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs</li> </ul>
Referrals to Primary Care (20%)	<ul style="list-style-type: none"> <li>Member will assist new patients with registration, schedule follow up testing and specialist appointments, and help coordinate special medical needs with the PCP.</li> <li>Member will coordinate specialist and follow up care in conjunction with other</li> </ul>	<ul style="list-style-type: none"> <li>Member schedule appointments for <i>150 individuals</i>.</li> <li>Member will provide case management</li> </ul>	<ul style="list-style-type: none"> <li>Deliver Information about Health Insurance, Health Access, and Health Benefits Programs</li> <li>Health Care Service Enrollment and Scheduling</li> </ul>

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	<p>health staff.</p> <ul style="list-style-type: none"> <li>Member will provide social service navigation to refugees to teach newcomers how to navigate the health care system e.g. how to access transportation, fill prescriptions, and schedule sick visits.</li> </ul>	<p>services to 25 <i>refugees</i>.</p>	<ul style="list-style-type: none"> <li>Primary Health Care Service Use</li> <li>Social Service Navigation</li> </ul>
Health Education (15% of time)	<ul style="list-style-type: none"> <li>Member will schedule all clients for health orientation, including uninsured clients and those who have recently enrolled in insurance coverage.</li> <li>Member will collaborate with NSC staff to provide tailored health orientation to these groups, and assess for gaps in health information among individuals served.</li> </ul>	<ul style="list-style-type: none"> <li>Member will provide <i>60 initial health orientation sessions</i> to immigrants.</li> </ul>	<ul style="list-style-type: none"> <li>Deliver Information about Health Insurance, Health Access, and Health Benefits Programs</li> </ul>
Coordination (5% of time)	<ul style="list-style-type: none"> <li>Member will orient and support 3 non-member volunteers (NMV) to provide assistance with escorting patients to follow-up testing and specialist appointments, including working alongside Coordinator to train and orient NMVs and assigning tasks to NMVs as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Member will support 3 non-member volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Non-Member Volunteer Recruitment and Management</li> </ul>
<b>Please complete this section to describe the type of individual best suited to fulfill the service description and who will serve most effectively within your organization</b>			
<b>Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).</b>			
<ul style="list-style-type: none"> <li>Excellent oral and written communication skills</li> </ul>			

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- Ability to develop effective working relationships with clients and colleagues from diverse backgrounds
- Ability to work independently
- Ability to solve problems creatively and bring a can-do attitude to the team
- Excellent computer skills including basic knowledge of Word, Excel and data entry
- Experience working with ethnic and racial minority communities and other vulnerable children and adults
- Familiarity with community resources or ability to engage needed resources
- Health outreach, health education and/or case management experience preferred

**Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).**

- Diligent and hard-working
- Problem-solver – “able to think on feet”
- Compassionate, patient and friendly
- Flexible and adaptable

**What types of training will you provide to the member to support them in successfully completing their service activities?**

- Introduction to Nationalities Service Center: History and current programs and services
- Overview of the Philadelphia Refugee Health Collaborative
- Cultural Orientation: Orientation to the primary ethnic groups arriving in Philadelphia
- How to work effectively with Limited English Proficient (LEP) clients
- Advocacy: Best Practices
- Orientation to Philadelphia resources (e.g. health care provider, social service programs)
- Internal systems and procedures for managing refugee health services (e.g. databases, case records, relevant policies)
- Procedure to complete time sheets and performance measures as well as schedule for weekly team meetings and supervision
- Introduction to relevant staff and description of other resettlement programs including case managers, clinic partners, interns and volunteers