

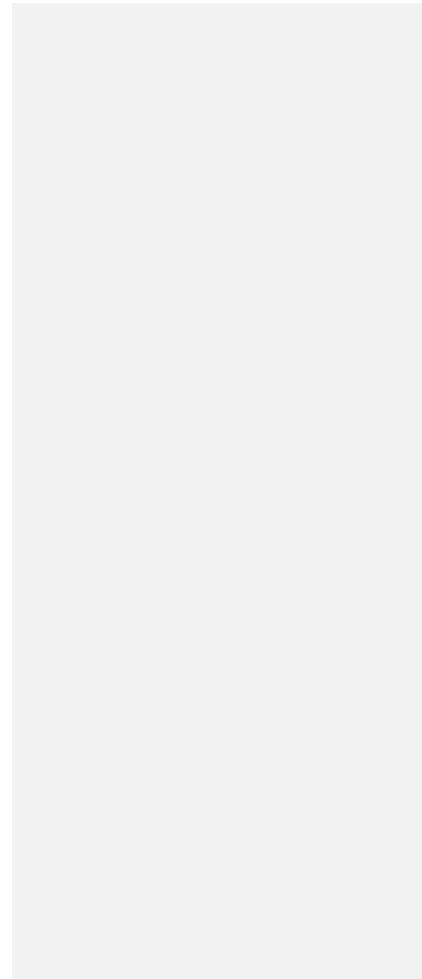


NHC Member Position Description 2017-2018



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
Patient Advocate
AMERICORPS PROGRAM
Program: National Health Corps Location: Philadelphia
HOST SITE NAME & LOCATION
Health Center #2- 1700 South Broad St Unit #201 Phila, PA 19145
ORGANIZATION DESCRIPTION & MISSION
The Department of Public Health, Division of Ambulatory Health Services has a total of 8 Health Care Centers, which provide comprehensive primary medical care, preventive, diagnostic, and therapeutic services to underserved communities. AHS programs include: family medicine, family planning, prenatal, behavioral health, and dental care. During FY 2016, the centers provided over 310,000 patient visits.
MEMBER POSITION PURPOSE
Responsibilities during the 2017-2018 service term include: prescription assistance program, outreach and care navigation, and health education. These activities are within the purview of prescription medication assistance, healthcare service enrollment and scheduling, and health education performance measures.
MEMBER TERM OF SERVICE
This is a full-time AmeriCorps national direct service position. To fulfill this position, the member will: <ul style="list-style-type: none"> complete a <u>minimum</u> of 1,700 hours of service during this period. A maximum of 20% of these hours may be in training and a



NHC Member Position Description 2017-2018

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, Broad Street subway line, Snyder Station

Does this position require a personal vehicle? No

How will your organization reimburse the member for transportation costs? PDPH-AHS will provide monthly SEPTA transpass to members

Organization dress code: business casual

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

The health center is open Monday through Friday 8:00-4:30pm, with 1 hour for lunch. One night per week, the health center holds an evening clinic. Member may adjust his/her schedule to maintain coverage during evening clinic. Health Centers follow Federal holiday schedule.

MEMBER ROLE/DESCRIPTION OF DUTIES:

- The Prescription Assistance Program helps uninsured patients obtain needed medications through programs offered by pharmaceutical companies that provide these medications at no cost to eligible patients. The Patient Advocate will assist patients navigating the application process.
- The member will provide navigation and care coordination to patients with certain chronic illnesses who are lost to care. Targeted patient population includes: patients diagnosed with hypertension who have not had a physician visit within the last year; patients diagnosed with coronary artery disease who have not had a physician visit within the last year; and patients prescribed anticoagulants such as Coumadin (Warfarin) who have not been seen in the last month. The member will conduct outreach via telephone and letters to reach these patients and assist with appointment scheduling, linking patients with specialty providers as needed, and providing basic health information to patients. Track patients with referrals to determine if an appointment was made/ kept and to receive

NHC Member Position Description 2017-2018

report.

- Health education displays serve to enhance patient knowledge of healthy behaviors, chronic disease management, and disease prevention. The member will design and display monthly health education materials for health center patients.
- Patient Advocate responsibilities align with prescription medication assistance programs and health education performance measures and strengthen community health and access.
- There are no fundraising activities associated with the Patient Advocate position.
- The majority of training is conducted within the first month of service term and will not exceed 20% of total member service hours.
- The Patient Advocate position is uniquely defined and does not duplicate, displace, or supplement current AHS staff, volunteers, or interns.
- The responsibilities of the Patient Advocates will not extend beyond the scope of their position descriptions. The members will not be conducting prohibited activities.
- Patient Advocates will interact and have on-going access to vulnerable populations as a function of their job duties in the health center.

Commented [W1]: Removal of Medication paragraph and replace with Navigation and Care Coordination.

PROGRAM, PROJECT, OR INITIATIVE NAME <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	MEMBER ACTIVITIES AND PURPOSE OF SERVICE <i>(List the key activities the member will be responsible for, for each program/project listed)</i>	MEMBER OUTPUTS <i>(How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</i>	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any)</i> .
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NHC Member Position Description 2017-2018

<p>Patient Prescription Assistance Program (60%)</p>	<ul style="list-style-type: none"> Member will help patients complete and submit applications for patient prescription assistance programs. Member will follow-up with pharmaceutical companies to ensure applications have been received and verify the status of the application. Member will request refills for patients already enrolled in programs. Member will follow up with patients to ensure they provide required paperwork, signatures and pick up medication when it arrives Medication that arrives at the center will be received by the members and processed including data entry, packaging for pick-up and storing in the appropriate place. Member will meet with patients when they arrive to pick up medications, and will assist in the dispensing process. 	<ul style="list-style-type: none"> Enroll 1-5 new patients per week. Member will place 1-5 follow-up calls to pharmaceutical companies per day. Member will complete 1-5 refill prescriptions for existing patients per day. Member will interact with 1-5 patients per day Member will process 1- 5 medications daily Member will assist in dispensing medications to 1-5 patients daily. 	<ul style="list-style-type: none"> Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs Prescription Medication Assistance Program Enrollment and/or Other Health Benefit Program Enrollment Assistance Prescription Medication Assistance Program Enrollment and/or Other Health Benefit Program Enrollment
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NHC Member Position Description 2017-2018

<p>Care Coordination (30%)</p>	<ul style="list-style-type: none"> Member will conduct outreach, via phone calls and letter, to patients identified with a chronic illness who are lost to care. Targeted patient population to include: patients diagnosed with hypertension who have not had a medical visit in the last six months; patients diagnosed with coronary artery disease who have not had a medical visit in the last six months; and patients prescribed Coumadin (Warafin) for heart disease who have not had a lab appointment in the last month. Member will assist patient with re-engaging in care by scheduling a follow up appointment For patients with outstanding referrals for specialty providers ordered by physician, member will link patient to specialty care by scheduling appointments. Member will provide one-on-one disease-specific health education to patients. Track patients with referrals to determine if an appointment was made/ kept and to receive report 	<ul style="list-style-type: none"> Member will conduct outreach to 1-5 patients per week. Member will schedule 1-5 appointments for patients per week. Member will conduct 1-5 disease specific health education sessions per week. 	<ul style="list-style-type: none"> Health Care Service Enrollment and Scheduling Health Education: Disease/Condition Management
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NHC Member Position Description 2017-2018

Health education (10%)	<ul style="list-style-type: none"> Member will research and display monthly health education materials based on predetermined topics (including diabetes, heart disease, mammograms, and other chronic diseases/conditions) by Clinical Director for health center patients. 	<ul style="list-style-type: none"> Member will display health information, using tabling and bulletin boards, with materials provided by the host site. 	
SITE ORIENTATION AND TRAINING			
Clinical Director will conduct host site orientation.			
Member will receive training on how to use electronic health records; RxAssist database for prescription program, and the PA Promise insurance verification database. Member will receive orientation to the health center workflow and a detailed review of each department. Please see <i>Member Training Template</i> for a more detailed description of topics, facilitators and timelines.			
Member will attend monthly professional development sessions (Continuing Medical Education) offered to AHS staff. Each training is 4 hours long. These sessions vary in terms of disciplines and topics (examples- improving interpersonal communication skills, changes to government entitlement programs, domestic violence prevention etc).			
MEMBER BENEFITS			
The member in this position will receive from the NHC program the following benefits:			
<ol style="list-style-type: none"> 1. Living Allowance in the amount of \$12,630.00. <ol style="list-style-type: none"> 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 ¼ 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 <u>not be eligible</u> 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. 			

NHC Member Position Description 2017-2018

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 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

NHC Member Position Description 2017-2018

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

The member who serves in this position is required to possess strong computer and organizational skills, flexibility, dedication to providing services and persistence. Operating and sustaining Patient Assistance Programs requires time, dedication, initiative (a go-getter attitude) and investment to be successful. Applicants of all educational backgrounds are qualified for this position however; a strong interest in health care professions that provide direct patient care is necessary. Proficiency in languages other than English is helpful but not required.

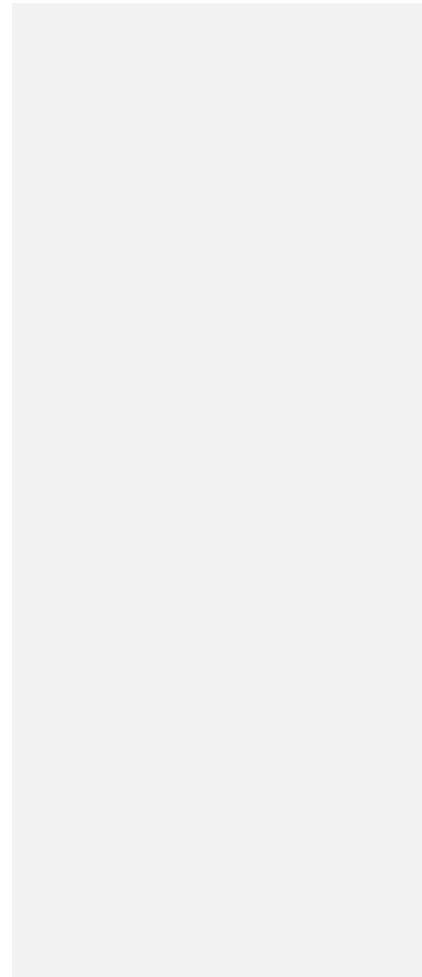
EVALUATION AND REPORTING

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.

NHC Member Position Description 2017-2018

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
<p>Sara Wein, MSS, MLSP, LSW Program Director, National Health Corps swein@healthfederation.org 215-567-8001 x3045</p> <p>Dr. Nino Vittorio Clinical Director nino.vittorio@phila.gov 215-685-1638, 215-683-1815 (fax)</p>
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:



NHC Member Position Description 2017-2018

