



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

INTEGRATIVE SERVICES SPECIALIST

AMERICORPS PROGRAM

Program: National Health Corps

Location: Philadelphia

HOST SITE NAME & LOCATION

Project HOME Healthcare Services; Stephen Klein Wellness Center (SKWC)

ORGANIZATION DESCRIPTION & MISSION

The mission of the Project HOME community is to empower adults, children, and families to break the cycle of homelessness and poverty, to alleviate the underlying causes of poverty, and to enable all of us to attain our fullest potential as individuals and as members of the broader society. We strive to create a safe and respectful environment where we support each other in our struggles for self-esteem, recovery, and the confidence to move toward self-actualization.

MEMBER POSITION PURPOSE

The Integrative Services Specialist assists Project HOME Healthcare Services (PHHS) patients in accessing all appropriate components of PHHS services. Specifically, tasks will include a daily review of schedules to ensure that patients are linked with all pending services. In tandem with the daily schedule review and in order to ensure linkage to care, the position will also assist with scheduling transportation for appropriate patients and train patients to access their patient portal account.

MEMBER TERM OF SERVICE

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

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- 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. Bus lines 3, 33, 61

Does this position require a personal vehicle? No

How will your organization reimburse the member for transportation costs? Project HOME has a transportation reimbursement process and/or can provide tokens in advance as needed.

Organization dress code: Business Casual

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

Expected service schedule is 8:30am to 5pm, Monday through Friday. Our clinic is open during these hours as well as Tuesday evenings. We have 10 organizational holidays each year. There have been no issues with our previous members fulfilling their hours with the Americorps program; however, if this becomes an issue, the work performed by the member is somewhat flexible in nature and can be performed remotely in the cases where the clinic may be closed.

MEMBER ROLE/DESCRIPTION OF DUTIES:

- Project HOME Healthcare Services offers a diverse set of services under one roof at the Stephen Klein Wellness Center. As we grow in our capacity to serve our patient population, we have noticed that some care items have “slipped through the cracks” of our system. The Integrative Services Specialist will assist with minimizing the instances where a patient has an outstanding care item that

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can be addressed. The Americorps member will review the patient schedule on a daily basis and cross-reference this with outstanding care items. The member will assist the patient and healthcare staff in facilitating these care items during the patients visit. Additionally, the member will perform outreach activities (calling, mailings, etc.) in order to proactively bring patients into the clinic when there is a known outstanding care item. Additional care coordination responsibilities will include patient portal orientation, transportation coordination, and troubleshooting Benefit Limit Exceptions in the dental clinic.

- The Integrative Services Specialist duties align with the Access to Care performance measure. In particular, the Patient Navigation Services and Prescription Medication Assistance measures are addressed through the Care Coordination, Outreach and the Patient Prescription Application Program activities.
- There is no role within Project HOME Healthcare Services that addresses the activities described other than the Integrative Services Specialist. PHHS staff are heavily engaged in the duties specified by their job descriptions and do not have the extra capacity necessary in order to address the activities outlined in this role.
- There is no fundraising component of the Integrative Services Specialist.
- No more than 20% of the member's time will be dedicated to training.
- The member will not be engaged in prohibited activities as outlined in 45 CFR §2520.65?
https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- The member will interact and have on-going access to vulnerable populations as a function of their job duties in the health center.

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).
Care Outreach (40%)	<ul style="list-style-type: none"> ● The member will review scheduled 	<ul style="list-style-type: none"> ● The member 	<ul style="list-style-type: none"> ● Deliver Information about

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	<p>patients on a daily basis, as well as utilize population health management software and other reports to identify opportunities to address outstanding care items such as dental care items, cancer screenings, immunizations, etc. Outreach will be done via phone calls, letters and emails via the patient portal.</p> <ul style="list-style-type: none"> As part of this effort, the member will assist patients with signing up, as well as accessing their patient portal account. 	<p>will reach out to 75 patients per week who have outstanding care items.</p> <ul style="list-style-type: none"> The NHC member will assist 1-2 patients per week with signing up and/or accessing their patient portal accounts. 	<p>Health Insurance, Health Care Access, and Health Benefits Programs</p>
Care Coordination (40%)	<ul style="list-style-type: none"> The member will collaborate with the Practice Manager, Nurse Care Managers and the Dental Director to review methodologies to ensure that the care coordination reports are producing accurate action items. The member will use these care coordination reports to provide real-time care coordination when a patient presents to the wellness center. 	<ul style="list-style-type: none"> The member will connect 50 patients per week with outstanding care items. 	<ul style="list-style-type: none"> Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs Health Care Service Enrollment and Scheduling
Transportation management (10%)	<ul style="list-style-type: none"> The member will triage transportation requests from front desk staff, providers and nurses. The 	<ul style="list-style-type: none"> The member will handle 1-2 transportation 	<ul style="list-style-type: none"> Social Service Navigation

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	member will connect patients with a variety of transportation options including Lyft Concierge, tokens and the PHHS van.	requests per week.	
Patient Prescription Assistance Programs (10%)	<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 	<ul style="list-style-type: none"> • The member enroll 5 patients per month in Prescription Assistance programs. 	<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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	dispensing process.		
SITE ORIENTATION AND TRAINING			
Orientation for this position includes approximately 1 week of shadowing the various positions that the member will interact with. This includes front desk staff, clinic director, provider staff, dental staff, and pharmacy staff. The member will also participate in a monthly all-staff meeting that includes representation from each department of Project HOME.			

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The member will be able to take advantage of the Project HOME Healthcare Services training calendar. In the past this has included opportunities for Mental Health First Aid training, Epilepsy Awareness training, visits to specialty care providers, and presentations from other Philadelphia social service agencies. In addition to these training opportunities, the member will have a mentorship relationship with his or her supervisor that includes regular supervision to discuss ongoing issues, professional development, and coaching.

Please see *Member Training Template* for a more detailed description of 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

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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

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

SITE MEMBER QUALIFICATIONS

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The Integrative Services Specialist will have a patient, friendly and welcoming demeanor in their interactions with patients. This individual must be able to establish a positive rapport with clinic staff by working diligently to resolve patient care challenges. The member must also possess analytical ability as the position will require processing information quickly and accurately in order to follow up with patients and staff on a same-day basis. This position is an excellent opportunity to learn about healthcare delivery systems and barriers to care and would benefit from being filled by an individual who plans to work in a healthcare setting in the future. Basic understanding of Microsoft Excel is preferred. Basic communication ability in a language other than English is preferred, 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.

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

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

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

NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION

Greg Landistratis
Director of Operations
glandistratis@projecthome.org

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215.320.6187x5743

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):

NHC Operating Site Director Signature:

Date: