



NHC Member Position Description 2018-2019



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

Health Navigator

AMERICORPS PROGRAM

Program: National Health Corps

Location: Pittsburgh, PA

HOST SITE NAME & LOCATION

Pittsburgh Mercy Family Health Center, 249 South 9th Street Pittsburgh, PA 15203

ORGANIZATION DESCRIPTION & MISSION

Pittsburgh Mercy Health System is changing the way integrated health care is delivered. Pittsburgh Mercy Family Health Center (PMFHC) is a person-centered medical home; this means we serve the physical, spiritual, social and behavioral health care needs of adults, children, and families, in one convenient location. At PMFHC, we recognize that wellness includes every aspect of a person's health, not just physical well-being.

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Our experienced team of health care professionals treats all persons with compassion, reverence, and respect. Our services empower people to overcome barriers and to lead fulfilling, healthy, and successful lives in the community. The multi-disciplinary team approach to care at PMFHC, provider services from Care Managers, Tobacco Cessation Specialists, Diet and Exercise Counselors, Peers and more.

Every patient is an important and valued member of the health care team. We work with individuals to identify and create wellness goals based on their needs and wants, and we assist them in achieving their potential. We partner with individuals to address the needs of the whole person, as outlined in the Substance Abuse and Mental Health Services Administration's [Eight Dimensions of Wellness](#): Physical, Emotional, Spiritual, Social, Intellectual, Occupational, Environmental, and Financial.

MEMBER POSITION PURPOSE

The PMFHC is an integrated (physical health/behavioral health) primary care center that is imbedded within a behavioral health campus, designed to address the significant disparities in health care for some of the community's most vulnerable individuals, many of whom were already being served by the health system's extensive behavioral health care continuum (i.e., seriously mentally ill and and/or homeless). The need is great. According to National Institute of Mental Health research, individuals with serious mental illness die on average 25 years earlier than the general population. The cause of premature death is frequently the result of chronic, but highly treatable, medical conditions, including cardiovascular disease, diabetes, pulmonary disease, hypertension and cancer. These conditions can be further exacerbated by obesity; a sedentary lifestyle; poor nutrition; tobacco, alcohol and other drug use; and other unhealthy lifestyle behaviors. Care at the health center is patient-centered, team-based and holistic, with a strong emphasis on consumer engagement and intervention strategies.

The member will function as a key part of the multi-disciplinary primary care team, providing health navigation services to patient seen in the health center or engaged in the community. In this regard the member will connect patients with services essential to their success, filling in the gaps between other team members and supportive services- to ensure seamless continuity of care. The AmeriCorps member would also provide assistance with other patient support programs including chronic disease self-management education, nutrition education, smoking cessation, and homeless outreach.

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

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Program Site.

SITE CONSIDERATIONS

Is the site accessible via public transportation (if yes, what line/route)? Yes

Does this position require a personal vehicle? No

How will your organization reimburse the member for transportation costs? Expense Reports

Organization dress code: Business Casual

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- Monday – Friday 8am-4pm, opportunity for additional hours available.
- PMFHC provides extended hours, on evenings and weekends, so the member will have those opportunities to make up vacation and holiday hours missed. Additionally, “special projects” may be designated if a member needs to supplement hours.

MEMBER ROLE/DESCRIPTOIN OF DUTIES:

- Monday – Friday 8am-4pm, opportunity for additional hours available.
- PMFHC provides extended hours, on evenings and weekends, so the member will have those opportunities to make up vacation and holiday hours missed. Additionally, “special projects” may be designated if a member needs to supplement hours.

MEMBER ROLE/DESCRIPTOIN OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with:
- Provide a brief summary of the purpose of member service by outlining the duties and responsibilities of the member and how this role connects within the organization
- 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 mission and performance measures?

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- Clearly define how member activities will not duplicate and/or displace existing staff, volunteers or interns' duties at site.
- Clearly ensure that the position description activities do not put member(s) at risk for exceeding the limitations on allowable fundraising activity as outlined in requirements of 45 CFR §§ 2520.40-.45?:
https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- Clearly state that the position description activities do not violate the AmeriCorps supplementation restrictions as outlined in requirements of §2540.100 accessed via:
http://www.ecfr.gov/cgi-bin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- Confirm that the member in this position will receive no more training than 20 percent of the aggregate of the total member service hours as outlined in requirements of 45 CFR §2520.50?: https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- Clearly confirm that the member position activities follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f).: http://www.ecfr.gov/cgi-bin/text-idx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- Clearly confirm that a member will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65?:
https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- Clearly describe recurring access to vulnerable populations as outlined in 45 CFR §2510.20:
https://www.nationalservice.gov/sites/default/files/documents/fy13_12_1005_48.pdf

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The role of the National Health Corps member was clearly created and defined to be filled by a service core member. Without the members the role would not exist given the cost to provide this service, however, it is critical to the service that we provide to the community. The position activities do not put a member at risk for exceeding the limitations on allowable fundraising activities. The member will receive no more training than 20 percent of the aggregate of the total member services hours. The member position activities follows the requirements related to supplementation, duplication or displacement of staff. The member will never be conducting AmeriCorps prohibited activities.

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).
<p>Health Navigation & Support</p> <p>15%</p>	<p>Member will serve as the health navigator at the health center. The key responsibilities include huddle preparation (identifying needs of patients prior to their office visit), insurance verification and navigation of prior authorization process, scheduling follow up appointments, making referrals to specialists.</p> <p>Member will also communicate with health center providers and specialists' offices to follow-up with referral appointments to ensure that patients are receiving recommended care.</p> <p>Member will perform outreach for identified High Risk patients and patients with chronic No-Show rates.</p>	<p>Member will attend daily huddles and weekly high risk meetings. The member will engage 40 high risk patients (category red), and coordinate with treatment teams, information regarding: planning, actions, progress.</p> <p>Member will assist 200+ individuals with appointment scheduling and referrals to specialists.</p> <p>Members will assist 200+ individuals by calling them, sending cards or coordinating appointments with specialty teams.</p>	<ol style="list-style-type: none"> 1. Primary Care Service Use 2. Preventative Health Care Service Use 3. Deliver Information About Health Insurance, Health Care Access, and Health Benefits Program

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<p>One-on-one Health Education Sessions</p> <p>40%</p>	<p>Member will engage with patients during their regular health center visits by discussing advance directives, providing Narcan training, and nutritional education as needed.</p>	<p>Member will educate 50+ individuals on Advance Directives.</p> <p>Member will train 50+ individuals on Narcan use.</p>	<p>1. Health Education</p>
<p>PMFHC Food Insecurity Initiative</p> <p>5%</p>	<p>Members assist in screening patients for food insecurity, engaging patients in follow up surveys, managing documentation of persons served, providing patients with emergency food resources, nutrition education and accessible physical activity education, and connecting patients to sustainable resources in the Greater Pittsburgh community.</p>	<p>Member will assist 200+ patients in accessing our in-house food pantry, and connecting patients to sustainable community resources.</p>	<ol style="list-style-type: none"> 1. Health Education 2. Preventative Health Care Service Use 3. Social Service Navigation
<p>Medication Assisted Treatment Clinic</p> <p>30%</p>	<p>The Medication Assisted Treatment Clinic is a weekly clinic that includes a Substance Use Disorder Care Manager, Medical Assistant and a precribing psychiatrist. Patients attend a special evening clinic for a specialized Buprenorphine clinic. Member will schedule patient follow up appointments and perform outreach as needed.</p>	<p>Member will work with Medication Assisted Treatment Clinic Team to assist in the care coordination of 100+ individuals.</p>	<ol style="list-style-type: none"> 1. Primary Care Service Use 2. Preventative Health Care Service Use
<p>Integrated Health Education Program</p> <p>5%</p>	<p>Member will design pamphlets for educational purposes and create a monthly patient newsletter.</p>	<p>Member will visit 20+ educational resources.</p>	<p>1. Health Education</p>
<p>Health Awareness Campaign</p> <p>5%</p>	<p>The member will coordinate health screening and testing events with collaboration with entire PMHS organization through health fairs, open houses and kick off events.</p>	<p>Member will co-coordinate 5 events throughout their service year which will provide screening for 300+ patients of health indicators</p>	<ol style="list-style-type: none"> 1. Health Education 2. Health Screening and Testing 3. Deliver Information About Health Insurance, Health Care Access, and Health Benefits Program

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SITE ORIENTATION AND TRAINING
<p>Briefly describe the orientation process at the site for members: All members complete orientation, which includes spending time with each team in the health center to understand their role in improving health outcomes, and how to work best with that team. Each member will receive role specific training in the form of a training binder and 3-4 weeks of hands- on training with their mentor. During orientation they will be trained on the computer systems at PMFHC, operational processes, safety protocols and how what to do in a crisis.</p> <p>Identify the professional, personal, or service-related member development activities and training that a member might engage in during and in addition to his or her service:</p> <ul style="list-style-type: none"> • Basic First Aid and CPR • Mental Health First Aid • Crisis Management and Resolution • One-on-One Training with Diabetes Health Educator • Training tools compiled by previous years HealthCorps Member • Electronic Health Record Training
MEMBER BENEFITS
<p>The member in this position will receive from the NHC program the following benefits:</p> <ol style="list-style-type: none"> 1. Living Allowance in the amount of \$13,992.00. <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 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 <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. 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.

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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 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;

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

SITE MEMBER QUALIFICATIONS

- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).:
An ideal PMFHC AmeriCorps member will be a highly motivated individual who takes initiative and works well independently. Member must be patient and respectful of patients from all walks of life, and have compassion when serving. Team oriented work styles are best in this service. A passion for working with underserved populations experiencing social, economic and health disparities is a must.
- Please list the minimum qualifications, training, or experience required to be successful in the position).:
The member should have a relevant Bachelor's degree such as social work, health educations, biological services, public health, or have relevant experience in the health care industry. Member should be computer savvy and familiar with Microsoft Office Suite.
- Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).:
Experience working with persons with mental illness and substance abuse disorders or in a social service role would be beneficial for success in this role

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>

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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	
Irving Torres-NHC Program Director Irving.Torres@AlleghenyCounty.US 412.578.2314	
Samantha Kaib- PMFHC Site Mentor skaib@pittsburghmercy.org	
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: