



NHC Member Position Description 2019-2020



MEMBER POSITION/TITLE

- **NHC Position Title:** Care Coordinator
- **Host Site Position Title:** Aftercare Service Coordinator

AMERICORPS PROGRAM

Program: National Health Corps

NHC City: Pittsburgh

HOST SITE NAME & LOCATION

Bethlehem Haven
905 Watson Street
Pittsburgh Pa, 15219

ORGANIZATION DESCRIPTION & MISSION

Bethlehem Haven's mission is to provide a continuum of care for homeless individuals leading toward self-sufficiency. Our main objective is to assist in the effort to end homelessness through collaboration with the community and the people we serve. While the organization is located in Uptown, the clients we serve live throughout the city and at times outside of Allegheny County. Bethlehem Haven has provided services to homeless women for over 37 years. The services we offer include Medical Respite, Emergency Shelter, Permanent Supportive Housing, both facility and community based, Community based Rapid Rehousing, and Permanent Housing for Chronically Mentally Ill women.

MEMBER POSITION PURPOSE

Through our Medical Respite program, we now provide services for both men and women. Bethlehem Haven's Medical Respite Program provides short-term residential housing coupled with post-acute medical care to support an individual's recovery from illness or injury. Individuals may be homeless, unstably housed, or without a family member or friend to care for them.

When those who are homeless or unstably housed are discharged from the hospital but need further care (i.e. wound care, or need for IV antibiotics) Medical Respite is available. Medical Respite's approach to care is trauma informed and facilitates a harm reduction environment that is client-centered, team-based and holistic, with a strong emphasis on client engagement and intervention strategies. Frequently the cause of premature death for the homeless and mentally ill population is 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 opioid use; and other unhealthy lifestyle behaviors.

The member will function as a key part of the multi-disciplinary care team, providing aftercare service coordination, health and social services to clients who have obtained permanent housing. 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 health education including chronic disease self-management education, nutrition education, and addiction education and support.

MEMBER TERM OF SERVICE

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

- complete 46 weeks of service;
- complete a minimum of **1,700** hours of service during their service term between hours served at their host site, hours served with NHC Program, and optional pre-approved hours served in the community.
 - A maximum of 20% of the aggregate total hours may be designated as training.
 - A maximum of 10% of the aggregate total hours may be designated for pre-approved fundraising activities.
 - Member must satisfactorily complete Pre-Service Orientation (PSO) and service assignments as defined in their position description and determined by NHC Program Staff.

SITE CONSIDERATIONS

Bus access:

The bus route would be on two main route, Fifth Ave, and Forbes Ave.

Does this position require the use of a personal vehicle?

Yes

Organization dress code: Insert dress code expectations for member dependent on your organization's dress code policy. Please be as specific as possible.

The dress code is business casual.

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- Include the days and hours of the week that the member will be expected to serve most commonly while in the position. *Monday -Friday 9am-5pm, opportunity for additional hours available.*
- How many hours of meaningful service do you anticipate the member serving weekly? (please select hours expectation between 36-40 hours)
- *37.5 hours weekly*
- NHC members are allotted a set schedule of holiday time off and have the flexibility to take time off as necessary (pending approval from Host Site and Program Staff). Do you have flexibility regarding extended hours a member could serve to make up missed time? If no, please state. If yes, please describe. *Yes: the member would have the flexibility to make up her/his hours. It is part of our culture that employees be able to engage in self-care and do the things necessary to maintain a healthy well-being. The member would talk to her/his supervisor to make these arrangements.*
- *BHMR 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/DESCRIPTION OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with. *Medical Respite*

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- What will the member's specific role be with this program/project/initiative? *Aftercare Service Coordinator*
- How will the member's primary activities align with National Health Corps' mission of providing health access and education to underserved communities, and address one or more of NHC's service focus areas (address the opioid crisis; increase seniors' (adults 50 or older which is about 40% of our population) ability to remain in their own homes with the same or improved quality of life for as long as possible; and/or increase physical activity and improve nutrition with the purpose of reducing obesity and/or chronic conditions that are linked to obesity). *The member will lead weekly groups on these topics to educate our clients. The member will also work individually with clients to address opioid issues, increasing physical activity and reducing/managing chronic conditions. Furthermore, 40% of our population is adults 50 years and older.*
- 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

Bethlehem Haven is part of the Pittsburgh Mercy Health System and began operating the Medical Respite Program in June 2018 after a two-year pilot project. This service meets the needs of clients who are homeless or unstably housed and in need of continued health care via Home Health Care services after discharge from the hospital. Medical Respite provides health care to vulnerable populations and care that addresses social determinates of health such as housing, transportation, food insecurity and poverty. Medical Respite serves underserved individuals throughout the greater Pittsburgh Area. The AmeriCorps member will be a key member of the multidisciplinary Medical Respite team, providing aftercare to discharged clients who are permanently housed and health education to medical respite clients during their stay. The NCH member would help clients connect to services and support programs such as chronic disease education and care, overdose prevention, and staying permanently housed which supports self-sufficiency. In general, the member will enhance and expand service offerings to our clients by providing these services.

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.

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PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE	MEMBER OUTPUTS	NHC PERFORMANCE MEASURE(S) THIS ACTIVITY FALLS UNDER <i>(if any)</i>
Aftercare Service Coordinator 75%	The NHC member’s work will benefit the community by being of benefit to its residents. The NHC Member will serve as an Aftercare Coordinator/Health Educator having direct contact with our Respite clients. The role of the member is to serve clients in Medical Respite who have been connected to permanent housing. The role of the member includes resource coordination and goal planning to address social determinates of health i.e., food, and staying housed which significantly adds to their quality of life after discharge. In addition, the aftercare coordinator will engage in health education to reduce chronic conditions tied to obesity, i.e., hypertension and diabetes during and after discharge. The member will meet with the individual as part of the discharge planning and if possible in their homes or in the community to actively assist with care. Eighty percent of the clients served in Bethlehem Haven Medical Respite struggle with opioid addiction, alcoholism and other drug dependencies.	<p>The Member will serve approximately (along with the team) 100 clients who are connected to permanent housing to continue making healthy recovery and connecting them to services that lead to self-sufficiency. In the National Healthcare for Homeless Council’s best practices completed in October 2016 supports safe and appropriate care transitions from medical respite to the community.</p> <p>National Healthcare for the Homeless Council (2016). Standards for Medical Respite Programs. Retrieved from https://www.nhchc.org/wp-content/uploads/2011/09/medical_respite_standards_oct2016.pdf</p>	
Health Education 25%	Member will create Health Education curricula for Medical Respite client in collaboration with the Medical Respite Care team. Health Education will be used to educate the clients with chronic health conditions in self-management techniques, engage patients in group sessions held in Medical Respite. Member will also utilize BH	The member will create and/or improve health education curricula and will lead 1-2 health education classes per week. We would like them to cover addiction/substance abuse, physical activity, provide community resources, well-being and prevention, etc. Classes will be	

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	<p>Educational Resources created by previous Americore Member for Health Education groups.</p> <p>Member will provide overdose prevention education for Medical Respite clients who have identified substance abuse conditions or are at risk for development. Member will provide linkage to higher levels of support as needed.</p>	<p>help in the Medical Respite community room. Class attendance depends on average daily census between 5 and 20.</p>	
SITE ORIENTATION AND TRAINING			
<p>All members complete orientation, which includes spending time with each team in the Medical Respite to understand their role in improving health outcomes after discharge, 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 BH and PMHC, operational processes, safety protocols and how what to do in a crisis.</p> <ul style="list-style-type: none"> ● Identify the professional, personal, or service-related member development activities and training that a member might engage in during and in addition to their service. ● Basic First Aid and CPR ● Mental Health First Aid ● Crisis Management and Resolution ● One-on-One Training with Nurse on Narcan ● Training on documentation 			
SITE MEMBER QUALIFICATIONS			
<ul style="list-style-type: none"> ● Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children). <i>An ideal BHMR Health Corps member will be a highly motivated individual who takes initiative and works well independently. Member must be patient and respectful of clients 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.</i> ● Please list the minimum qualifications, training, or experience required to be successful in the position). <i>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.</i> 			

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- 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 vulnerable population, i.e. homeless, un-stability housed, mental illness and substance abuse disorders or in a social service role would be beneficial for success in this role. Analytics a plus.

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 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 exits his/her term of service early 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 exits early in the first week (or first ½) of a pay period receives ½ a stipend; a member who exits early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early (i.e. not completing 46-weeks of service AND a minimum of 1,700 hours) 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.** A 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 (46 weeks and a minimum of 1,700 hours), the member will receive an Education Award. The member understands that they 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

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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.

EVALUATION AND REPORTING

All NHC members are given a written performance review by both their host site supervisor and NHC Program Director at the mid-term and end of their term of service. Performance reviews are 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 appeal to their Program Director according to the grievance procedure outlined in the Member Handbook.

NHC members will be evaluated according to the following criteria:

- a. Whether the member has satisfactorily completed service assignments, tasks and/or projects;
- b. Whether the member has met any other NHC expectations which have been clearly communicated orally and/or in writing throughout the service term;
- c. The member's ability to establish and maintain positive interpersonal relationships;
- d. Whether the member has completed or is on track to complete the required number of hours outlined in their member contract.

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

- Irving Torres | Program Director, NHC Pittsburgh | rebecca.russell@allegheycounty.us or 412-578-2314
- Tremayne Butler | Clinical Coordinator | tbutler@bethlehemhaven.org

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Host Site Assurances

By signing below the Host Site is confirming the following:

- 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
- 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
- The member will receive no more 20% of the aggregate total of service hours designated as training as outlined in requirements of 45 CFR §2520.50? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- 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
- The member will not engage in AmeriCorps prohibited activities as outlined in 45 CFR §2520.65? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

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:

To be completed during PSO:

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: