

Please complete one service position description for EACH member.

The position description must detail the activities you anticipate your member executing throughout the term of service and the qualifications for this position. The document provided for you contains several items which are highlighted in yellow. Please replace all text highlighted in yellow with your information. Each position description must be sent electronically in MS Word format to NHC to complete an application.

Note: if you are returning site AND you are applying for the same position with no changes to member service activities as the previous year, then please copy and paste onto this template provided for program year 2020-2021.

MEMBER POSITION/TITLE

- **NHC Position Title:** Mobile Medical Unit Coordinator
- **Host Site Position Title** (this might be something more specific to your proposed position activities, eg. Community Health Liaison or Diabetes Care Coordinator):

AMERICORPS PROGRAM

Program: National Health Corps

NHC City: Pittsburgh, PA

HOST SITE NAME & LOCATION

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

ORGANIZATION DESCRIPTION & MISSION

Define your organization’s mission, and a summary of main objectives and services, as well as the communities it aims to serve.

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

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families, in one convenient location. At PMFHC, we recognize that wellness includes every aspect of a person's health, not just physical well-being.

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

Provide a brief (1-3 sentences) summary of the purpose of member service by outlining the duties and responsibilities of the member and how this role connects within the organization.

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

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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 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 1,700 total hours may be designated as training.
 - A maximum of 10% of the aggregate 1,700 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

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

Does this position require the use of a personal vehicle? No

Note: Host Sites are responsible for the reimbursement of site-related travel. This may be bus fare or mileage reimbursement as well as parking and/or tolls.

Organization dress code: Business Casual

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EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- Monday – Friday 8am-4pm, opportunity for additional hours available.
- PMFHC provides extended hours, on evenings and weekends (evenings do include MAT and the winter shelter – but are we allowed to work on weekends/are they still having weekend clinic because it sounded like PMFHC was going to stop that – so just double check before saying that as an option), 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.
 - What will the member’s specific role be with this program/project/initiative?
 - How will the member’s primary activities align with National Health Corps’ mission of providing health access and education to underserved communities, and addresses one or more of NHC’s service focus areas (address the opioid crisis; increase seniors’ (adults 50 or older) 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).
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- Clearly describe this position’s 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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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 MEASURES (PMs) THIS ACTIVITY FALLS UNDER (if any). (List all relevant PMs.)
Mobile Medical Unit Health Navigation and Patient Support (20%)	Member will serve as the health navigator on the Medical Mobile Unit (MMU). The member's responsibilities will include patient check-in and check-out, insurance verification, act as liaison between the patient and the health center, coordination of health	Member will assist 400 MMU patients with appointment scheduling and	Primary Care Service Use, Health Education, Deliver Information About Health Care Access, Health Care Service Enrollment and Scheduling

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<p>Mobile Medical Unit Operations Coordination</p>	<p>services such as scheduling follow up appointments, making referrals to specialists, reaching out to patients for reengagement.</p> <p>Member will work closely with offsite staff at MMU locations to coordinate patient schedule and ensure appropriate referrals and follow up from the MMU.</p>	<p>insurance verification and application.</p> <p>Member will collaborate with staff at 7 sites. (unless we add more sites, we are currently only serving 4 – Gardenview, EAC/LTSR, East Commons and Beth Haven)</p>	<p style="text-align: center;">Care Coordination</p>
<p>Medication Assisted Treatment Clinic (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>	<p>1. Primary Care Service Use 2. Preventative Health Care Service Use</p>
<p>Health Education Program (40%)</p>	<p>Member will create self-management education pamphlets for the MMU, in collaboration with Health Center AmeriCorps group coordinator. These will be used to educate newly diagnosed patients with chronic health conditions in self-management techniques, engage patients in group sessions held at the health center and/or develop a mobile group for chronic disease self-management.</p> <p>Member will provide Tobacco Cessation education to patients of the MMU, engaging them in a cessation program, and linking them to higher levels of support as needed.</p> <p>Member will provide overdose prevention education for patients of the MMU who have identified substance abuse conditions or are at risk for development. Member</p>	<p>Member will create 5 different Chronic Disease Self-Management education pamphlets based on the top 5 chronic diseases of the population</p> <p>Member will provide Tobacco Cessation Education to 200+ patients of the MMU</p> <p>Member will provide overdose prevention education to 30 patients of the MMU</p>	<p style="text-align: center;">Health Education, Preventative Healthcare Service Use</p>

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	will provide linkage to higher levels of support as needed.		
PMFHC Food Insecurity Initiative (5%)	Members will screen 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.	Member will assist 100+ patients in accessing our in-house food pantry, and connecting patients to sustainable community resources.	<ol style="list-style-type: none"> 1. Health Education 2. Preventative Health Care Service Use 3. Social Service Navigation
Health Awareness Campaign and Outreach (5%)	<p>Member will coordinate health-screening and testing events in collaboration with entire PMHS organization, coordinating the MMU to attend health fairs, outreach events, open houses and kick off events.</p> <p>Member will utilize PMHS's strong community network to identify new sites where the MMU can provide primary care services to children and transitional age youth in order to provide preventative care for at-risk youth.</p>	<p>Member will co-coordinate 5 events through their service year which will help to provide screenings of health indicators for 300 + patients</p> <p>Member will develop network and outreach to establish 1+ new site for the MMU to provide services to at risk youth.</p>	Deliver Information About Health Care Access, Capacity Building
SITE ORIENTATION AND TRAINING			
<ul style="list-style-type: none"> ● 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. ● 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 with your site. <ul style="list-style-type: none"> ● Basic First Aid and CPR ● Mental Health First Aid 			

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- Crisis Management and Resolution
- One-on-One Training with Diabetes Health Educator
- Training tools compiled by previous years HealthCorps Member
- Electronic Health Record Training

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

MEMBER BENEFITS

The member in this position will receive from the NHC program the following benefits:

1. **Living Allowance** in the amount of **\$14,279.00**.
 - 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 their term of service early will receive the portion of

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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

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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.

EVALUATION AND REPORTING

All NHC members are given a written performance review by 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

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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:

<https://www.nationalservice.gov/sites/default/files/documents/AmeriCorpsSeniorCorpsBrandingGuidance2017.pdf>

NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION

- Provide the name, job title, and contact information of the member's NHC Director. (to be filled out by NHC)
- Jessica Ginder, Behavioral Health Care Manager JGinder@pittsburghmercy.org
- Irving Torres, NHC Pittsburgh Program Director – irving.torres@allegHENYcounty.us

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 activities 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

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- The member position activities follow 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:

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: