

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

- Identify a brief, specific title of the service position that accurately reflects the content, purpose and scope of the member service position.
- NHC Position Title: (to be completed by NHC staff)
- Host Site Position Title: Health Promoter

AMERICORPS PROGRAM

Program: National Health Corps

Location: Pittsburgh, PA

HOST SITE NAME & LOCATION

- Identify the specific host site location and/or service sites(s) where a member will complete his or her service. Include the full address of the site where this position will be taking place.

Primary Care Health Services, Inc.

NHC Member Position Description 2018-2019

7227 Hamilton Avenue
Pittsburgh, PA

Additional service site:
East End Community Health Center
117 N. Negley Avenue
Pittsburgh, PA 15206

ORGANIZATION DESCRIPTION & MISSION

- Define the broad purposes that the program is aiming to achieve, describe the community the program is designed to serve, and state the values and guiding principles which define its standards

It is the mission of Primary Care Health Services, Inc. to offer and provide comprehensive primary and preventative health care services to medically underserved and indigent populations residing in Allegheny County. Services shall be provided without regard to an individual's ability to pay.

We are also committed to developing health delivery sites in health professional and medically underserved areas; ensuring that services are accessible and meet the needs of the populations served and meets our users populations' satisfaction. Our mission extends to ensuring that continued care is rendered to an individual by the same physician/provider and that patients assume some responsibility for their care through ongoing health education and prevention.

Primary Care Health Services, INC serves 17,000 patients in Allegheny County. About 25% of patients are uninsured and another 50% are on medical assistance. Community Health Centers are located in Homewood, McKeesport, East Liberty, West End, Wilkinsburg, Braddock, Rankin, Steel Valley and in the Hill District. Primary care providers, dentists and a podiatrist provide direct care to patients. Support personnel include a case manager, an outreach worker, laboratory personnel, x-ray technician, nursing and medical assistant staff and IT personnel. PCHS also runs a Healthcare for the Homeless program with clinics throughout the city.

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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.

NHC member will be expected to contribute to the mission of PCHS in the following programs. Member, under guidance from the mentors, Diane Nieder, RN and Dan Lapp, MD, are able to focus on areas of interest and we encourage initiative and creativity by the member to help shape their experience to maximize the benefit for them and for the organization.

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 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, but would be helpful

- How will your organization reimburse the member for transportation costs?: Member will submit costs (non-commuting) and be reimbursed by check

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Organization dress code: casual business

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.:

M-F 8:30 – 5:00, some Saturdays and evenings for health fairs, events (average 2/month)

- Please describe how service schedule accounts for holidays and other time off, and will provide the member with sufficient opportunity to make up missed hours.

Offices are closed on holidays. Missed hours can be made up in evenings (sites open in the evening once a week) or on weekend events.

MEMBER ROLE/DESCRIPTION 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?:
- Clearly define how member activities will not duplicate and/or displace existing staff, volunteers or interns' duties at site.:

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- 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/textidx?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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MEMBER ROLE:

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 the NHC's performance measures?

NHC member will be expected to contribute to the mission of PCHS in the following programs. Member, under guidance from the mentors, Diane Nieder, RN and Dan Lapp, MD, are able to focus on areas of interest and we encourage initiative and creativity by the member to help shape their experience to maximize the benefit for them and for the organization.

None of the activities below will duplicate or displace or replace any present staff, volunteers or interns. These activities have been carried out in the previous year by the NHC member. Training for these roles is less than 20% of the aggregate of total member service hours and service hours do not involve any fundraising. Member will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65.

Obesity is a major public health issue for pediatrics and adults. NHC member will be on the frontline addressing the issue with patients and parents providing education, encouragement, follow-up and referral to appropriate community resources. In pediatrics the habits formed will have long lasting effects. In adults weight loss and proper nutrition will benefit prevention of development of chronic diseases including hypertension, diabetes and musculoskeletal pain. And of course proper nutrition, exercise and weight loss will benefit in management of those chronic diseases if already present. Specifically hypertension will be a focus – reaching out to those whose blood pressure is poorly controlled – working to address the obstacles that may be facing those patients.

A unique aspect of the NHC member's efforts in reducing obesity will be working with our Fitbit weight management program – patients are provided with Fitbits, trained in their use and closely followed-up to encourage weight loss and better health.

Reading to children at an early age is clearly identified as a major factor in success later in school. The NHC member will promote reading to children directly with parents providing books for the parents and modeling behavior by reading to patients with them. The program we use is Reach Out and Read. The member will expand the program so more children benefit from the program in place.

The developing healthcare system demands the ability to navigate health care access electronically including accessing patient's providers and health records. The NHC member will facilitate patients' ability to use the electronic capabilities of the PCHS electronic health record and patient portal. This in turn increases access to providers, health care and health information.

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Caring for the underserved and indigent communities well requires facilitating access to community resources and the NHC member will work to connect patients with appropriate resources outside PCHS in each of the programs. Specific help is needed in the Dollar Energy Program and in facilitating access to medications.

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>Pediatric Obesity – education and management - 30%</p> <p>Adult Obesity in chronic disease – education and management – 25%</p>	<ol style="list-style-type: none"> 1) Identify pediatric patients with the diagnosis of obesity and discuss with parents interest in weight reduction help. 2) Share educational materials and community resources with those parents and children. Offer appropriate diabetes and lipid screening to pediatric patients with obesity according to American Academy of Pediatric guidelines. 3) Follow up with those patients/parents at one and two months concerning progress. (These may include follow-up individual educational sessions). If they are interested in community referrals check about how those have progressed and address any obstacles that may be present. 4) Run 4 group sessions for parents concerning pediatric nutrition for parents of children with obesity 5) Have 2 presentation at providers meetings – pediatric nutrition education, community resources available for patients 6) Nutritional education of parents with children 	<p>Member will identify 150+ obese pediatric patients and offer patients/parents direct education and referral to community services.</p> <p>Member will identify which of those patients are appropriate for blood work (likely above 30)</p> <p>Member will conduct follow up of 100 (at least 2 patient contacts, one in person)</p> <p>Member will run 4 group nutritional education programs</p> <p>Member will provide 2 presentations at clinical staff meetings</p> <p>Member will provide</p>	<p>Access to Care Health Education Prevention, Disease Management Health Screening and Testing Capacity Building</p>

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	<p>under 5 years old (prevention of obesity)</p> <p>-----</p> <ol style="list-style-type: none"> 1) Identify adult patients with obesity and provide dietary and exercise education and educational materials 2) Identify 30 adult patients who are interested in Fitbit weight loss monitoring program and implement weight loss management program 3) Run 4 group sessions for Fitbit program members 4) Member will assure proper recommended screening for obese patients has been offered/provided (lipids, diabetic screening) 5) Provide summary report of program 	<p>parent(s) of 50 children less than 5 years old with nutritional education information</p> <p>-----</p> <p>Member will identify and provide 150+ patients with obesity and provide educational counseling and materials</p> <p>Member will manage 20+ patients in Fitbit weight loss program</p> <p>Member will run 4-8 group educational sessions on nutrition and weight loss</p> <p>Member will identify 40+ patients who haven't had screening and offer/obtain screening</p>	
<p>Hypertension management - 20%</p>	<ol style="list-style-type: none"> 1) Member will identify 60 patients whose blood pressure is uncontrolled. 2) Patients will be followed for a minimum of 3 months to work on blood pressure control 3) Education regarding hypertension and management will be provided 4) Home blood pressure monitoring possibilities will be explored with the patients, and education given concerning use of blood pressure cuffs and recording measurements as well as reporting the measurements 5) Obstacles to blood pressure management will be identified and addressed (ex. cost of medications – work with provider to provide lower cost meds, use the PCHS pharmacy, use PAPs) 6) Patients who need referrals or testing as deemed by the provider will be assisted in the process (making appointment, getting insurance approval, assuring patient made it to specialist or obtained the testing) 7) Member will provide one presentation to PCHS clinical staff concerning above to share experiences and collaborate on methods to improve blood pressure control among patients 	<p>Member will work with 60+ patients in managing their blood pressure control (education, follow-up, exploring obstacles, assuring proper testing occurs as needed)</p> <p>Member will communicate directly with the provider on each of those patients.</p> <p>Member will moderate discussion with providers concerning difficulties in hypertension management and lead discussion about ideas of how to improve care.</p>	<p>Access to Care Health Education Prevention, Disease Management Health Screening and Testing Capacity Building</p>

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<p>Pediatric Literacy – 15%</p>	<p>1) Member will manage Reach Out and Read pediatric Literacy Program 2) Member will expand program to at least one new site 3) Member will educate parents about benefits of reading to children at a young age and model for them</p>	<p>Member will present program and training to 1+ new site at PCHS Member will implement program at 1+ new site Member will educate and model for 50+ parents about literacy and benefits of reading to children based on Reach Out and Read program</p>	<p>Access to Care Health Education Prevention, Disease Management Health Screening and Testing Capacity Building</p>
<p>Patient education – electronic health records – 10%</p>	<p>Member will work with patients in understanding and navigating the patient portal system used by PCHS.</p>	<p>50 patients will sign up for, access records and send messages to PCHS providers electronically</p>	<p>Access to Care Health Education</p>

SITE ORIENTATION AND TRAINING

- Briefly describe the orientation process at the site for members:

The first few weeks will be spent in training and learning about the programs. The member will be trained on the electronic medical record (Centricity), hypertension (disease process, goals for care etc.), nutrition for children and adults, pediatric literacy strategies, patient confidentiality issues, population management, PCHS resources, and the patient portal system.

- 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:

Pediatric nutrition – Member’s education will be based on Bright Futures Nutrition guide published by the American Academy of

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Pediatrics, member will meet with Allegheny County Health Department nutrition workers concerning WIC and other programs to learn about the resources available.

Adult nutrition – Members education will be based on the new 2015-2020 Dietary Guidelines for Americans and Nutrition in Medicine education program.

Hypertension management – Member will be trained on hypertension management based on current standard of care and JNC 8 guidelines. Nursing staff will teach blood pressure measurement. IT and clinical staff will train member in electronic health record use. Supervised by Dr. Lapp

Pediatric literacy – Read Out and Read program training – online training. Supervised by Dr. Lapp

Patient technological education – electronic health records (Centricity, Healthport) – supervised by the IT staff

General training – NHC member will be trained in health center processes and procedures, healthcare guidelines and their use, basic medical skills such as measuring blood pressure and pulse, patient confidentiality regulations. Member will attend staff meetings and regular staff trainings throughout the year. Taking a motivational interviewing course will be encouraged as an option for the member.

- 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.:

Opportunities to engage in developing skills and approaches to patient care and communication are available for member to take advantage of during his or her service.

MEMBER BENEFITS

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

1. **Living Allowance** in the amount of **\$13,732.00**.
 - 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.

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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 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

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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

- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).:

The ideal member would be highly motivated and willing to take initiative as well as work independently. Member will be challenged and good problem-solving and critical thinking skills will help.

Member needs to have passion for serving the uninsured and indigent population. Member will need to be patient as well as flexible. Being able to multitask and adapt to varied situations is important.

Applicants without a positive attitude and unwilling to work in a team need not apply! Good humor is mandatory!

- Please list the minimum qualifications, training, or experience required to be successful in the position).:

Member should be efficient in word and excel, technologically literate (able to use computer programs!), and have excellent oral & written communication skills.

- Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).:

Any training in education or nutrition would be helpful. Experience in any health field and/or Interest in a health career is a plus.

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

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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

- Beci Russell, Program Director:
rebecca.russell@allegHENYcounty.us
412-578-8308
- Provide the name, job, title and contact information of the members' host site supervisor

Diane Nieder, RN, Nursing Director 412-244-4754

SIGNATURES

By signing below, you acknowledge that you have read and understand the contents of this position description

Host Site Supervisor Full Name (Print): Diane Nieder, RN

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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: