

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

Patient Support Specialist- Mobile Medical Unit

## AMERICORPS PROGRAM

**Program:** National Health Corps

**NHC City:** Pittsburgh

## HOST SITE NAME & LOCATION

Please list the specific host site location and/or service sites(s) where a member will complete their service. Include the full address.

Primary: Squirrel Hill- 4516 Browns Hill Rd Pittsburgh, PA 15217

Secondary: Brentwood- 103 Towne Square Way Brentwood, PA 15227

\*Position also travels daily to Mobile Unit sites in the community

## ORGANIZATION DESCRIPTION & MISSION

## NHC Member Position Description 2020-2021

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

Squirrel Hill Health Center provides patient-driven, high-quality, comprehensive, primary and preventive healthcare and support services, without regard for patients' insurance status or ability to pay. SHHC strives to create a welcoming environment, with special sensitivity for patients' race, national origin, primary language, religion, age, sexual orientation, gender identity, and disability status.

Over half of SHHC's patients are refugees or immigrants with limited English proficiency; the most common language other than English is Nepali, followed by Spanish, Arabic, Russian and Burmese/Karen. Services range from prenatal care through geriatrics. About 74% of current patients have no insurance or are Medicaid insured. Services are provided on site at our Squirrel Hill and Brentwood locations, and through a mobile medical unit, which brings the primary care office to some of the most isolated residents of our region, including adults with serious and persistent mental illness, refugees, and women in recovery from addiction. SHHC has recently expanded Medically Assisted Treatment services for individuals with Opioid Use Disorder, as well as now offering walk-in appointments for Pediatric patients.

### 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.

This member will coordinate the Squirrel Hill Health Center's Mobile Unit schedule and provide case management services for all patients see on the Mobile Unit. The member will also oversee Tuberculosis treatment tracking for all SHHC patients who require these services.

### 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 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)?:

Squirrel Hill- 61C, 61D, 64  
Brentwood- 51, Y46, Y49

#### Does this position require the use of a personal vehicle?

Yes

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

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

Squirrel Hill Health Center has a business casual dress policy that calls for everyone to exercise good judgment with clothing choices. In summary, business casual attire is clothing that is appropriate for an informal work environment. SHHC hopes to maintain this casual dress policy as it affords each individual the freedom to choose preferred clothing and styles. The following list, while not comprehensive, highlights attire that is unacceptable.

- Clothes you'd wear for a night out. Anything that shows off your tummy, is tight-fitting or short.

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- Revealing tops and sweaters. A good rule of thumb to follow is that your neckline should never be lower than 4 inches below your collarbone. Sleeveless tanks are permitted but should have straps that adequately cover undergarments – no spaghetti straps!
- Anything you would wear to the beach.
- Any garment that's dirty, ripped or faded.
- Anything that's too small for you.
- Exercise wear, specifically yoga pants or attire for outdoor activities.
- Any garment with words on it, apart from our company logo tee shirts and team logos on Dress Down Day.
- Anything see-through or backless.
- Leggings with short shirts or crop tops. Leggings are permissible when paired with longer shirts and blouses, tunics and dresses/skirts.
- Pajama bottoms or tops.
- Flip-flops, sandals and tennis shoes (except on Dress Down Day). Open-toed shoes are acceptable if you are not providing patient care.
- Hats, including baseball, knit caps or otherwise, ***unless required by religious observance.***

### 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-Thursday 8:30AM-5PM, Friday 7:30AM-4PM

- How many hours of meaningful service do you anticipate the member serving weekly? (please select hours expectation between 36-40 hours)

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- 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, we have evening hours on Tuesday (Squirrel Hill) and Thursday (Brentwood).

### MEMBER ROLE/DESCRIPTION OF DUTIES:

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

In addition to the primary care, mental health, Medically Assisted Treatment (MAT), dental, OB/GYN, and case management services offered at Squirrel Hill Health Center, we also operate a mobile medical unit, which is used to bring primary care to serve area residents for whom getting to the doctor's office is a barrier to care. Working in collaboration with community partner agencies, the mobile unit currently goes out approximately 20 hours per week, with expansion of hours planned for 2019-20. The AmeriCorps member will be a key member of the Mobile Unit team, providing the same set of comprehensive and culturally competent set of services patients receive at the office. Many of the patients seen on the mobile unit need assistance while on the mobile unit; the member will directly serve patients in need of care coordination and navigation and will also serve at the liaison between the care team and the patient. The AmeriCorps member will also help with other patient support programs including nutrition education, smoking cessation, and refugee health orientation. In general, the member will enhance and expand service offerings to our patients.

The mobile unit brings the primary care office to women in recovery from addiction at the POWER halfway house; adults with serious and persistent mental illness receiving behavioral health care at Milestone Community Mental Health Center's sites; individuals living in the Beechview and Coraopolis neighborhoods; patients accessing outpatient opioid treatment at Tadiso, Inc.; refugees living in an isolated apartment complex in the Prospect Park and Leland Point communities, where there is not accessible health care. In each case, SHHC works with the collaborating agency at the location to coordinate appointments and

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ensure appropriate follow up and access to care. The AmeriCorps member will be the point person in coordinating services so that patients seen on the mobile unit receive the full benefit of SHHC's coordinated, patient centered care.

In providing vital care navigation services to the mobile unit patients, the AmeriCorps member will enhance access to health care for a critically underserved portion of our patient population, working directly with patients to enhance their health care and quality of life, as well as serving as an integral part of SHHC's service team.

- What will the member's specific role be with this program/project/initiative?

The member will be directly responsible for meeting with these patients (Mobile Unit and tuberculosis treatment) and coordinating their care. The member will also be a main point of communication for the Mobile Unit team, which includes primary care providers and a Medical Assistant driver.

- 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).

The member will be addressing the opioid crisis by assisting individuals who are in opioid addiction treatment at one of our mobile unit sites, Tadiso Inc., a methadone clinic. In addition, we offer Medically Assisted Treatment services to any individual receiving primary care on the mobile unit with one of our waived clinicians and the member will be the primary case management contact for these patients. In 2020, we will be adding an additional mobile unit site in the Sharpsburg/Millvale/Etna neighborhoods, neighborhoods with very high rates of overdose deaths per capita; SHHC is specifically going into this community to provide substance use disorder services in an effort to combat this high mortality rate.

The member will also be directly working to keep seniors in their own homes by bringing primary care directly into their communities with our mobile unit. We specifically target older adults at both our Leeland Point and Prospect Park mobile unit

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sites. The member will be increasing health education services for our patients through their direct patient contact with individuals receiving tuberculosis testing and treatment. The member will also increase access to care both through the individuals serviced by scheduling appointments on the Mobile Unit and with external specialty medicine providers.

- 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](https://www.nationalservice.gov/sites/default/files/documents/fy13_12_1005_48.pdf)

Over half of SHHC's patients are refugees or immigrants with limited English proficiency and approximately 74% of current patients have low incomes and are either uninsured or Medicaid insured. In addition, there are several high risk groups that SHHC provides care for, including: uninsured pregnant women, vulnerable older adults, refugees, adults with chronic medical and mental illness, and patients in substance abuse recovery. The member will be working directly with these vulnerable populations daily through both their patient orientation work and population management work.

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<b>PROGRAM, PROJECT, OR INITIATIVE NAME</b> <b>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</b>	<b>MEMBER ACTIVITIES AND PURPOSE OF SERVICE</b> <b>(List the key activities the member will be responsible for, for each program/project listed)</b>	<b>MEMBER OUTPUTS</b> <b>(How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</b>	<b>NHC PERFORMANCE MEASURES (PMs) THIS ACTIVITY FALLS UNDER (if any).</b> <b>(List all relevant PMs.)</b>
Mobile Unit Patient Support (50 %)	<p>Member will staff and coordinate appointments for the Mobile Unit. The member will have a number of important responsibilities in this role including patient reminder calls, patient check-in, insurance verification, and follow up appointment scheduling. The member will act as a liaison between the patient and SHHC, providing them with enhanced access to comprehensive primary care and healthcare navigation services. The member will allow the health center to provide these isolated patients with the in-depth care and coordination they require to reach improved health outcomes. Without the member would be unable to provide the same depth of resources on the mobile unit that we do in our physical office.</p>	Member will assist 500 + Mobile Unit patients with appointment scheduling and insurance verification	Deliver Health Information  Health Care Service Enrollment and Scheduling
Health Benefits Application Assistance (5%)	Member will verify patients insurance at the time of their appointment. If uninsured, the member will	Member will assist 25 patients with SHHC's health benefits program	Deliver Health Information



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	educate the patient on SHHC's benefits program and assist them in completing the application. If the application requires more information/ further proof of income, the member will follow up to ensure the patients continued access to affordable health care.		Health Insurance Screening and Enrollment Assistance  Health Insurance Enrollment
Care Navigation (35 %)	Member will serve as care navigator on the Mobile Medical Unit. The member will be responsible for assisting patients in making referral appointments, providing them with transportation information, and preparing them for what to expect at their specialty care appointments. If the patient is uninsured, the member will provide the patient with affordable self-pay and/or free options. The member will also track follow up on referrals and testing to ensure patients receive proper care. For SHHC's non-English speaking patients, this process will also require coordination with outside providers to provide interpreters for non-SHHC appointments to ensure the patient receives culturally competent and linguistically appropriate care.	Member will assist 300 + patients with referrals to specialty providers and/or testing.	Health Care Service Enrollment and Scheduling  Health Insurance Enrollment  Primary Health Care Service Use  Social Service Navigation
TB Treatment Tracking and Follow Up (5 %)	A portion of newly arriving refugee patients are diagnosed with latent TB (meaning they are infected with Mycobacterium tuberculosis, but do not have active tuberculosis disease). This diagnosis requires 6 to 9 months of pharmaceutical treatment with regular follow ups and blood work. This regimen can be very complicated and difficult to complete for refugees and immigrants, given inflexible work schedules, transportation barriers, and childcare. SHHC does not have the capacity at the moment to closely follow these patients and provide the in-depth education we feel this population requires to have a full understanding of their treatment. The member will expand our ability to treat these patients and ensure positive health outcomes in the future.	During the service year, the member will assist 50 patient in completing latent TB treatment	Health Education
Health education campaigns (5%)	Member will be responsible for the creation and distribution of educational materials, including	Member will create 2 bulletin board	Health Education

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	pamphlets and bulletin boards. Possible topics include tobacco cessation, women’s health, and childhood immunizations	presentations throughout the service year. Will work on flu campaign during flu season to distribute culturally competent flu prevention education.	
<b>SITE ORIENTATION AND TRAINING</b>			
<ul style="list-style-type: none"> <li>● Briefly describe the orientation process at the site for members</li> </ul> <p>The member’s orientation will include several weeks of shadowing staff to learn the organization structure and roles within the SHHC team. We will provide training in our electronic health record system, NextGen; as well as on the ground training and support in care navigation, refugee and immigrant populations, and the clinical outcomes being measured throughout the service year. The member will also receive training from SHHC nurses. The member will be treated as a valued member of the SHHC team, expected to participate in SHHC staff meetings and trainings as appropriate, and will have access to SHHC’s clinical staff, including Chief Medical Officer, Andrea Fox, MD, physicians, nurse practitioners, RNs, behavioral health, and dental staff.</p> <ul style="list-style-type: none"> <li>● 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.</li> </ul> <p>The member will participate in staff meetings and retreats. The member will be encouraged to attend trainings and resource fairs to connect with other members and service providers and broaden their knowledge of resources in Allegheny County.</p>			
<b>SITE MEMBER QUALIFICATIONS</b>			
<ul style="list-style-type: none"> <li>● Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).</li> </ul> <p>An ideal SHHC AmeriCorps member will be a highly motivated individual who takes initiative and works well independently. Flexibility is a must. Member must be patient and a sense of humor is helpful to deal with the occasional challenges of working on the mobile unit and in shared workspace. A passion for working with underserved patients from a variety of cultural backgrounds is also an absolute requirement.</p>			

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

A member should have a 4 year degree and experience working directly in service with individuals.

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

Ideally, the member will have a relevant Bachelor's degree from a 4 year degree program, such as Social Work, Health Education, Biological Sciences, etc. MSW or MPH would be a plus. A background in nutrition is a plus. Any foreign language skills are a plus, especially Spanish or Nepali. Member should be computer savvy and very familiar with Microsoft Office Suite.

### 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 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.

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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 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 (1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> 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;

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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

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:

<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)

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- Provide the name, job, title and contact information of the members' host site supervisor

Katie Fitzsimmons, MSW  
Director of Care Navigation and Community Outreach  
412-904-5284  
kfitzsimmons@squirrelhillhealthcenter.org

[Irving Torres](#),  
[NHC Pittsburgh Program Director](#)  
[412-578-2314](#)  
[Irving.torres@alleghenycounty.us](mailto: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](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](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](https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf)
- 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/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540\\_1100](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 not engage in AmeriCorps prohibited activities as outlined in 45 CFR §2520.65? [https://www.nationalservice.gov/pdf/45CFR\\_chapterXXV.pdf](https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf)

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By signing below, you acknowledge that you have read and understand the contents of this position description	
<b>Host Site Supervisor Full Name (Print):</b>	
<b>Host Site Supervisor Signature:</b>	<b>Date:</b>
<b>AmeriCorps NHC Member Full Name (Print as listed on formal documentation):</b>	
<b>AmeriCorps NHC Member Signature:</b>	<b>Date:</b>
By signing below, you acknowledge that this position description was finalized/approved by the NHC Operating Site Director:	
<b>NHC Operating Site Director Full Name (Print):</b>	
<b>NHC Operating Site Director Signature:</b>	<b>Date:</b>