



NHC Member Position Description 2018-2019



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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

NHC Position Title: (to be completed by NHC staff)

Host Site Position Title: Maternal Child Health Care Coordinator

AMERICORPS PROGRAM

Program: National Health Corps

Location: Pittsburgh, PA

HOST SITE NAME & LOCATION

Shadyside Family Health Center

5215 Centre Avenue

Pittsburgh, PA 15232

ORGANIZATION DESCRIPTION & MISSION

NHC Member Position Description 2018-2019

UPMC Shadyside Family Health Center provides medical care for people of all ages. The UPMC Shadyside Family Health Center is a model of family medicine, where physicians come to the office to learn the specialty of family medicine. Since 1970, UPMC Shadyside Family Health Center has been teaching doctors to become specialists in family care. Experienced family doctors serve as the faculty or teachers in this program.

The Shadyside Family Health Center operated to fulfill the mission of UPMC. UPMC's mission is to serve our community by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education.

MEMBER POSITION PURPOSE

The MCH Coordinator will improve the health of moms and babies at the Shadyside Family Health Center by providing case management services to families. As an integral member of the team, the NHC member will be responsible for educating and counseling ICC mothers, collaborating with physicians and staff to improve health and assist in identifying the most high risk women, and support office initiatives, such as group visits and bi-weekly women's health meetings.

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- 71A, 71C, 71D, 82, 86

Does this position require a personal vehicle?: No

How will your organization reimburse the member for transportation costs?: General commuting costs are not reimbursed. Travel expenses to related bi-annual Interventions to Minimize Preterm and Low birth weight Infants using Continuous quality Improvement Techniques (IMPLICIT) meetings will be fully reimbursed.

NHC Member Position Description 2018-2019

Organization dress code: 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.:
Normal hours would be Monday- Friday 8:30 AM-5PM
- 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.
In addition to normal hours, the NHC member would be expected to be available on certain evenings for center visits and OB classes. Additionally, the PHC member would be encouraged to attend biannual IMPLICIT meetings. The Fall 2018 meeting is in conjunction with the Family Medicine Education Consortium (FMEC) Northeast Regional Meeting. The Spring 2019 meeting will be in Lancaster, PA. The biannual meetings have yet to be scheduled.

MEMBER ROLE/DESCRIPTION OF DUTIES:

The Shadyside Family Health Center (SHY FHC) has been successful in implementing an innovative Interconception Care (ICC) model to screen mothers during well child visits (WCVs) and is now at a stage in the project to link identified high risk women to behavior change through counseling and other services. SHY FHC has been a part of the IMPLICIT Network (Interventions to Minimize Preterm and Low birth weight Infants through Continuous Improvement Techniques) - An Family Medicine Education Consortium (FMEC) Collaborative for more than a decade. In collaboration with the IMPLICIT Network, the SHY FHC has been working to improve maternal health and to reduce prematurity and low birth weight infants through two specific evidence-based intervention projects: 1) IMPLICIT I and 2) IMPLICIT II: Interconception Care (ICC).

After successfully pioneering the use of continuous quality improvement (CQI) to improve the delivery of maternity care with the IMPLICIT I project, the focus shifted to interconception care. Interconception care is an accepted and important component in women's health designed to identify and potentially modify risks to improve future birth outcomes. Interconception care is recommended by the Centers for Disease Control and the Health Resources and Services Administration, although there is currently no widely accepted model for delivering this care. As a result, the IMPLICIT Network developed and implemented an innovative, inter-professional, evidence based approach to ICC by screening mothers during WCVs.

Network members use the baby's WCVs to screen mothers for four evidence based risk factors: tobacco use, maternal depression, family planning, and multivitamin/folic acid use- to identify and potentially modify risks to improve maternal health. By identifying and modifying these risks in the interconception period, doctors hope to improve family health and reduce prematurity and low birth weight in future pregnancies. In alignment with the PHC's mission, the SHY FHC is looking for a Maternal Child Health (MCH) Coordinator PHC member to

NHC Member Position Description 2018-2019

work with vulnerable women with identified risks to develop strategies to change maternal behavior and improve the health of moms and babies in the practice.

- **Interconception Care:** The MCH Coordinator will have incredible opportunities for direct service to women with identified risks: to counsel women on tobacco cessation with assessing their readiness to quit and counseling, to provide contraception counseling and assisting with access and identifying barriers as well as providing birth spacing education, to identify all women with high PHQ-9 depression screen scores and determine/overcome barriers to getting depression care, and to provide education and identify/overcome barriers and educate women who are not taking multi-vitamins. There is also the opportunity to develop ways to link high risk women with community organizations to improve their health.
- **Prenatal Care:** The MCH Coordinator will look at other areas to improve maternal health, including prenatal care. The NHC member would help provide health education to pregnant women by assisting the OB Coordinator with monthly prenatal classes and will collaborate with physicians to assist centering (group OB visits) visits and initiatives.
- **Women's Health/Prenatal Care Outreach Efforts:** In an effort to reach more women and provide health education to individuals in need, the MHC Coordinator will also host bi-annual awareness days and attend and participate in community events, such as health fairs, when possible. Additionally, to improve contraception compliance to prevent unintended pregnancies, the NHC member will make Depo-Provera reminder calls to women who are due or overdue for subsequent injections.

This position will not duplicate and/or displace existing staff, volunteers or interns' duties at site. The member position activities follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100. The members in this position will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65. The members 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. The member position description activities do not put members at risk for exceeding the limitations on allowable fundraising activity as outlined in requirements of 45 CFR §§ 2520.40-45. The members in this position will have recurring access to vulnerable populations as outlined in 45 CFR §2510.20.

NHC Member Position Description 2018-2019

PROGRAM OR INITIATIVE NAME		MEMBER ACTIVITIES AND PURPOSE OF SERVICE	MEMBER OUTPUTS	NHC PERFORMANCE MEASURE(S)
Interconception Care Efforts: 70%	Identify women who screen positive for one or more ICC behavioral risk factors (25%)	Member will identify mothers who are still smoking, are at risk for depression, are not using contraception, and are not taking a multivitamin with folic acid	Member will meet and counsel 1-10 mothers weekly	Health Education (#1)
	Individual patient consults and outreach (25%)	Member will meet with mothers to counsel women on the importance of smoking cessation, depression management, inter-pregnancy interval and the need for contraception, and the importance of taking multivitamins with folic acid	Member will develop 1-5 interventions during their service to address barriers faced by women who receive ICC	Capacity Building (#12)
	Develop and facilitate Intervention plans for individual women (20%)	Member will develop relationships with community organizations to improve maternal child care		Social Service Navigation (#4)
Prenatal Care Efforts (15%)	Prenatal classes and Centering group visits (15%)	Member will assist OB coordinator and physicians in recruiting women and conducting monthly OB classes and centering group visits	Member will attend and assist with 10+ centering visits Member will provide interconception care to centering patients	Health Education (#1) Capacity Building (#12) Health Care Service Enrollment & Scheduling (#7)
Women's Health/Prenatal	Attend Women's Health LOPIR Meetings (5%)	Member will attend bi-monthly Women's Health/ Prenatal Care LOPIR meetings	Member will reach 25 individuals	Health Education (#1)

NHC Member Position Description 2018-2019

Care Outreach Efforts (15%)	Maternal Child Health Awareness Events (5%)	Member will attend/participate in community health awareness events; will host biannual awareness days	through each awareness day	Health Care Service Enrollment & Scheduling (#7) Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs (#3)
	Depo-Provera Reminders (5%)	Member will contact Depo-Provera patients to increase compliance and address barriers to receiving Depo	Member will reach 50 individuals by attending community health awareness events Member will reach 25-30 Depo patients per month	

SITE ORIENTATION AND TRAINING

- Orientation process at the site for members: The MCH Coordinator would attend UPMC volunteer training to become familiar with HIPPA, UPMC policies, EPIC electronic medical record, and other systems. After completing volunteer training, the PHC member will complete IMPLICIT ICC Training modules developed by the Network, as well as attend clinical trainings with Dr. Schlar.
- 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: The MCH Coordinator may attend UPMC trainings relevant to the position, such as motivational interviewing training and a week-long observership in health coaching, and/or IMPLICIT Network activities, such as didactic and conversational webinars and in-person meetings.

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

NHC Member Position Description 2018-2019

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.

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

NHC Member Position Description 2018-2019

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.

SITE MEMBER QUALIFICATIONS

- Traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children): The ideal Maternal and Child Health Coordinator would be motivated, personable, independent, passionate, dependable, detail oriented, and analytical. This individual would need to be able to work independently as well as part of a team. Additionally, this individual would need to be able to multi-task in a variety of ongoing initiatives.
- Minimum qualifications, training, or experience required to be successful in the position): The best candidate would be interested in a health care career and have at least a college degree. The Maternal and Child Health Coordinator should also have basic Microsoft Office training and skills. Comfort with group presentations would be helpful.
- Skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills): The ideal Maternal and Child Health Coordinator would need to possess strong communication and customer service skills. The PHC member would need to communicate with site mentors, other team members, and patients. Advanced education or training in health promotion/disease prevention would be a plus. Experience with data analysis using Excel, or similar, would be helpful.

EVALUATION AND REPORTING

All NHC member will be given written performance review by both their host site supervisor and NHC Program Director at the mid-term and end of their term of serve. These performance reviews will be, based on the member's performance at their host site and their participation in National Health Corps responsibilities such as member trainings, committees and group service projects. If a member disagrees with any aspect of their performance review, they can indicate that on the review and they may appeal to the Program Director in writing, according to the grievance procedure. NHC members will be evaluated according to the following criteria:

- a. Whether the member has satisfactorily completed service assignments, tasks or projects;

NHC Member Position Description 2018-2019

- 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:
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412-578-8308
- Lisa Schlar, Faculty Physician
schlarl@upmc.edu
(412) 623-2287
- Jessica Brubach, Program Manager
brubachjl2@upmc.edu
(412) 623-7922

SIGNATURES

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

Host Site Supervisor Full Name (Print):

Host Site Supervisor Signature:

Date:

AmeriCorps NHC Member Full Name (Print as listed on formal documentation):

AmeriCorps NHC Member Signature:

Date:

NHC Member Position Description 2018-2019

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: