



NHC Member Position Description 2018-2019



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

- Youth Health Care Coordinator

AMERICORPS PROGRAM

Program: National Health Corps

Location: Pittsburgh, PA

HOST SITE NAME & LOCATION

- Center for Adolescent and Young Adult Health: 3420 Fifth Ave; Pittsburgh; PA 15215

ORGANIZATION DESCRIPTION & MISSION

Broad purposes that the program is aiming to achieve:

- The mission of the Division of Adolescent and Young Adult Medicine, Children’s Hospital of Pittsburgh of UPMC, is to improve the health and well-being of youth and young adults through accessible health care services for adolescents and young adults in the context of their families, cultures, and communities;

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- Interdisciplinary adolescent health care education for health professional trainees and practitioners as well as youth, young adults, families, and communities;
- Research to increase understanding of disparities in adolescent health, promote adolescent health equity, and improve adolescent health outcomes;
- Engagement with youth and young adults in their communities as adult allies and advocates.

The community the program is designed to serve:

- Pittsburgh communities in which Adolescents and Young Adults experience disparities in health care with a focus on groups which are particularly marginalized.

The values and guiding principles which define its standards:

- Putting patients and families first through quality and safety; dignity and respect; caring and listening; responsibility and integrity; and excellence and innovation.

MEMBER POSITION PURPOSE

The Youth Health Care Coordinator will work with physician and community leadership to provide educational and health service resources for programs/populations of Adolescent Medicine including the CHANGE youth health care transition program, the youth utilizing the 412 Youth Zone, the Healthshack vital records program, and assisting youth in the community to connect with certified counselors for health care coverage through the Marketplace. The desired outcomes for this position are a) to increase the number of community agencies, health care providers, and youth participating in these programs, b) to compile and deliver health education materials and community resource information that are relevant for and useful to youth served in these programs and c) assist under- and uninsured youth in obtaining health care coverage and in meeting their healthcare needs.

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.

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SITE CONSIDERATIONS

Is the site accessible via public transportation (if yes, what line/route)? YES: Port Authority of Allegheny County, Pittsburgh, PA-Greater Pittsburgh's public transportation system. Adolescent Medicine is located in Oakland, on many lines including the 54, 58, 61, 71, 67 and 69 buses. The 412 Youth Zone is located in Downtown Pittsburgh and is accessible by 61 and 71 bus lines. The main hospital of Children's Hospital of Pittsburgh is in Lawrenceville, accessible by bus as well as by a shuttle that runs every 30 minutes from Oakland.

Does this position require a personal vehicle?: NO

How will your organization reimburse the member for transportation costs?: Member will receive a monthly bus pass

Organization dress code: Business casual in accordance with the UPMC dress code.

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- Mon- Fri business hours, limited evening and weekend hours required, as needed.
- This host site is rarely closed, but in the event the member needs to make up hours, there are evening and weekend events throughout the year.

MEMBER ROLE/DESCRIPTOIN OF DUTIES:

- 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:
 - Youth Outreach Programs: The NHC member will work with physician leadership and the youth advisory network on the Children's Hospital of Pittsburgh transition program. CHANGE, Children's Hospital Advisory Network for Guidance and Empowerment, is comprised of individuals with chronic illness and/or disabilities who require ongoing medical attention and support. These youth are dedicated to transforming the health care system and community to improve transition from pediatric to adult healthcare through self-advocacy and collaboration.
 - Youth Facing Housing Instability: The NHC member will play a key role in Adolescent Medicine's collaboration with the 412 Youth Zone by promoting health care education for unaccompanied youth and young adults, including youth in housing crisis, and promoting interagency collaboration in order to connect youth to further resources.
 - Healthshack Education: The NHC member will assist in educating providers, community partners, and youth on the free Healthshack information hub, an online utility designed to store vital documents for at risk youth in order to maintain documents throughout periods of instability. A lack of vital documents is a key stumbling block for youth seeking services.

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- Health Insurance Marketplace: The NHC member will assist under- and uninsured youth within the community (including the CHANGE youth and youth who are marginally housed, described above) in obtaining health insurance.
- What will the member's specific role be with this program/project/initiative?:
 - Youth Outreach Programs:
 - The member will focus on coordinating outreach events for the CHANGE program to increase the number of youth, health care providers, and community partners participating in the program.
 - The member will support CHANGE youth in the completion of individual or small group projects relating to healthcare and transition.
 - The member will assist CHANGE's Youth Leadership Coordinator with monthly trainings on disability and inclusion for new CAYAH medical residents.
 - The member will sit on the CHP Transition Task Force in order to promote youth interests to providers across service settings.
 - The member will support the CHANGE mentorship program, matching youth with adults with disabilities/chronic illness, and developing self-advocacy and life skills.
 - The member will sit on the Medical Transition Guide committee in order to support the dissemination and advancement of this healthcare tool.
 - Youth Facing Housing Instability:
 - The member will compile and disseminate educational and community resource materials relevant for youth being served in this program.
 - The member will utilize contacts and refer clients to other resources and programs offered by organizations in the collaboration to support the youth's goals, health, and well-being.
 - The member will help facilitate improved communication among community partners to ensure youth can be comprehensively served.
 - Healthshack Education:
 - The member will develop outreach materials to educate and promote the Healthshack service to both providers and youth.
 - The member will offer trainings on using the Healthshack service in community and medical settings.
 - Health Insurance Marketplace:
 - The member will connect individuals to certified Marketplace counselors and/or other resources that are made available through federal, state, and local programs.

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- How will the member's primary activities align with the NHC's mission and performance measures?:
 - The member activities align with NHC's missions and performance measures by meeting measures Health Education (1), Delivering Information about Health Benefits (3), Social Service Navigation (4), Health Insurance Screening and Enrollment (5), Health Care Service Enrollment and Screening (7), and Capacity Building (10).

These projects are currently supported by our incumbent NHC member and there is no other position in our staff structure that provides this specific support for these projects. The NHC Member position is a value-added position that focuses on improving our outreach and care related to serving the diverse youth in our community, and creating resource materials that will enhance the quality of care provided in these respective programs. The above 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. The member's service activities do not violate AmeriCorps supplementation restrictions outlined in requirements of §2540.100. The member 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 activities follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). The member will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65.

The member must comply 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. This is done in order to access vulnerable populations as outlined in 45 CFR §2510.20.

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PROGRAM, PROJECT, OR INITIATIVE NAME <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	MEMBER ACTIVITIES AND PURPOSE OF SERVICE <i>(List the key activities the member will be responsible for, for each program/project listed)</i>	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 <i>(if any)</i> .
<u>Youth Outreach Programs (65%)</u>	<ul style="list-style-type: none"> - The member will focus on coordinating outreach events for the CHANGE program to increase the number of youth, health care providers, and community partners participating in the program. - The member will support CHANGE youth in the completion of individual or small group projects relating to healthcare and transition. - The member will assist CHANGE's Youth Leadership Coordinator with monthly trainings on disability and inclusion for new CAYAH medical residents. - The member will sit on the CHP Transition Task Force in order to promote youth interests to providers across service settings. - The member will support the CHANGE mentorship program, matching youth with adults with disabilities/chronic illness, and 	<ul style="list-style-type: none"> - Member will successfully facilitate at least 4 health care discussions with the CHANGE advisory network - Member will attend at least 2 events to present and/or table to recruit youth, providers, and community partners. - Member will mentor at least 2 advisory members to encourage their youth leadership - Member will help organize at least three mentorship events - Member will attend at least four CHP Transition Task Force Meetings 	<ul style="list-style-type: none"> - Health Education (1) - Social Service Navigation (4) - Health Care Service Enrollment and Screening (7) - Capacity Building (10)

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	<p>developing self-advocacy and life skills.</p> <ul style="list-style-type: none"> - The member will sit on the Medical Transition Guide committee in order to support the dissemination and advancement of this healthcare tool. 	<ul style="list-style-type: none"> - Member will attend at least four Medical Transition Guide meetings 	
<p><u>Youth Facing Housing Instability (20%)</u></p>	<ul style="list-style-type: none"> - The member will compile and disseminate educational and community resource materials relevant for youth being served in this program. - The member will utilize contacts and refer clients to other resources and programs offered by organizations in the collaboration to support the youth's goals, health, and well-being. - The member will help facilitate improved communication among community partners to ensure youth can be comprehensively served. 	<ul style="list-style-type: none"> - Member will successfully connect a minimum of 20 youth with applicable health/social services - Member will successfully coordinate at least 5 health talks 	<ul style="list-style-type: none"> - Health Education (1) - Social Service Navigation (4)
<p><u>Healthshack Education (10%)</u></p>	<ul style="list-style-type: none"> - The member will develop outreach materials to educate and promote the Healthshack service to both providers and youth. - The member will offer trainings on using the Healthshack service in community and medical settings. 	<ul style="list-style-type: none"> - Member will provide at least 4 trainings on Healthshack - Member will facilitate at least 10 youth in signing up for Healthshack 	<ul style="list-style-type: none"> - Social Service Navigation (4) - Capacity Building (10)

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<u>Health Insurance Marketplace (5%)</u>	<ul style="list-style-type: none"> - Member will connect youth to certified marketplace counselors and/or other appropriate resources, including personally helping, to assist with health insurance enrollment 	<ul style="list-style-type: none"> - Member will connect at least 20 youth to gain access to health insurance or enrollment 	<ul style="list-style-type: none"> - Delivering Information about Health Benefits (3) - Health Insurance Screening and Enrollment (5)
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SITE ORIENTATION AND TRAINING

- Briefly describe the orientation process at the site for members:
Orientation will begin in the Oakland clinic for Adolescent and Young Adult Medicine, with the Youth Leadership Coordinator, Sarah Elizabeth Morrow, MA. Orientation will include a thorough introduction staff, clinics, and procedures. Orientation will then move to the other CHP related locations, such as the main hospital campus.
- 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.:
The NHC member will also participate in training related to confidentiality, HIPAA, care coordination, human subjects’ protections, and electronic communications with professionals inside and outside the Children’s Hospital of Pittsburgh that will be led by Sarah Elizabeth Morrow, MA. The NHC member will also be considered a ‘Children’s Hospital of Pittsburgh volunteer’. The member may have opportunities to participate in local activities that are found by colleagues or that the member identifies as well, including but not limited to conferences, trainings, and workshops.

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.

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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

- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).:
 - Enthusiasm for the mission of improving community health and well-being
 - Compassion, patience, and an eagerness to learn from patients, youth, community partners, and a multidisciplinary team
 - Flexibility to serve across various health-related disciplines
 - Dedication, reliability, and passion for service

- Please list the minimum qualifications, training, or experience required to be successful in the position).:
 - A Bachelor's degree in any applicable field is preferred
 - Outreach and/or education experience

- Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).:
 - Strong interpersonal skills and an ability for open, positive communication
 - Excellent time management, organization, and planning
 - Flexibility and thinking on your feet
 - A second language is a plus for communicating with a broad client base, but not a requirement

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;

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- 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
- Elizabeth Miller, MD, PhD, Director, Division of Adolescent and Young Adult Medicine
Email: Elizabeth.miller@chp.edu
Office: 412-692-8504
- Sarah Elizabeth Morrow, MA, Youth Leadership Coordinator
Email: Sarah.morrow2@chp.edu
724-986-6195

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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:
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: