



NHC Member Position Description AMR21

Member Position

Care Coordinator

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

Barnabas Health Services, 1303 Jasmine Street, Suite 101, Fernandina Beach, FL 32034

Organization Description & Mission

Barnabas is Nassau County's only comprehensive service center to help our neighbors in crisis so they can become healthy, productive citizens. We address critical issues facing our community, such as hunger, affordable health care, and prevention of homelessness. This is accomplished by providing medical, dental, behavioral health, crisis assistance, and a food pantry to assist residents in Nassau County that are 200% or below the poverty level. The mission of Barnabas is to provide assistance to individuals and families in crisis throughout Nassau County.

Member Position Purpose

The AmeriCorps Member's primary responsibilities include educating patients to follow treatment plan as well as how to acquire the services outlined in their discharge plan. The member will take patient vitals discharge and use motivational interviewing to refer clients to preventative health resources that would help them lead a healthier lifestyle (e.g. gyms, mental health facilities, tobacco cessation groups, weight management programs, and 12 step programs). The member will educate patient on medications in treatment plan as well as food prescription provided by providers. The AmeriCorps member will provide education on how to complete lab work. The AmeriCorps member will help clients obtain medications through prescription assistance programs as necessary. The member partners with the provider and patient to set patient engagement goals in order to optimize patient outcomes and to improve patient's quality of life. Services include tracking and following up on any referrals that are provided for the patient including referrals to onsite food pantry or AmeriCorps wellness coach. AmeriCorps member will navigate clients to social services if needed. AmeriCorps member will provide opioid use screening and navigate clients to Starting Point Behavioral Health if necessary for medication assisted treatment. Both Barnabas AmeriCorps members will maintain on site garden, develop a gardening curriculum for clients in the Rx Wellness Program, and co-facilitate lessons on healthy eating, gardening for self-care, and environmental health.

NHC Member Position Description AMR21

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)? **NO**

Does this position require a personal vehicle? **Yes**

How will your organization reimburse the member for transportation costs? **There is no transportation required for this position.**

Organization dress code: **Medical scrubs and comfortable shoes**

Expected Service Time

The Barnabas Health Clinic is opened Monday , Wednesday and Thursday from 8am to 5pm, Tuesday from 8 am to 7 pm and Friday 8am to 2pm. Barnabas observes the following holidays: New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.

NHC Member Position Description AMR21

Member Role & Description of Duties

The AmeriCorps member will be responsible for meeting with medical patients in our primary care program to provide them with discharge planning education and follow up care after they have met with our providers. This will include providing patients with lab work education as well as any diagnostic testing education before the patient takes them over to Baptist Health Nassau. The Care Coordinator will explain the process to the patients as well as send the completed forms to Baptist Health Nassau. The AmeriCorps member will also complete specialty care referrals for our Nassau Cares program. Other duties will be tracking the referrals as well as following up with the patients and specialty care providers. The AmeriCorps member will screen clients for opioid use and take patient vitals (e.g. blood pressure, weight, etc.) and make referrals to Starting Point Behavioral Health and other preventative health services for follow up as necessary. Motivational interviewing skills will be necessary for this position in order to assess client's readiness to adopt healthy behaviors. The Care Coordinator will also provide resources for prescription assistance programs and social services that clients may need including food pantry access, Supplemental Nutrition Assistance Program (SNAP) benefits, public transportation, library access, etc. The member will refer clients to the AmeriCorps Wellness Coordinator as well for further health education on nutrition, diabetes management, tobacco cessation, weight loss, etc. The population mainly served at Barnabas are those over 50 years of age (senior citizens) and individuals below the federal poverty line.

This will be the sixth straight year that we have had a member in this position. The member will not displace state or public funds through their service and will not exceed the 20% maximum for training hours according to the AmeriCorps regulations. This position was designed especially for a NHC member. The member would not engage in: fundraising; activities attempting to influence legislation; organizing or engaging in protests, petitions, boycotts, or strikes; assisting, promoting, or deterring union organizing; impairing existing contracts for services or collective bargaining agreements; engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office; participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials; engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization; providing a direct benefit to a business organized for profit, a labor union, a partisan political organization, a nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative and an organization engaged in the religious activities described in paragraph (g) of this section, unless Corporation assistance is not used to support religious activities; Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive; Providing abortion services or referrals for receipt of such services and such other activities as the Corporation may prohibit. The Care Coordinator position has been a huge success helping the low income population that Barnabas serves.

NHC Member Position Description AMR21

PROGRAM, PROJECT, OR INITIATIVE NAME <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	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 <i>(if any).</i>
Discharge Planning Education & Referrals 50%	<p>Member will meet with primary care program patients referred to member by medical provider. Member will educate patients on discharge planning requirements, next steps, and how to access discharge services. Discharge services can include lab work, diagnostic testing or specialty care appointments through Baptist Health Nassau or Nassau Cares Program. Member will help patients complete paperwork associated with discharge services and file appropriate forms. Member will follow up with patient or hospital to ensure patient obtained discharge planning services.</p> <p>Member will conduct motivational interviewing techniques to gauge clients readiness to adopt healthier behaviors. Member will take patient vitals in order to refer patients that require ongoing health education on nutrition, obesity prevention, diabetes management, stress management, healthy cooking, shopping for healthy foods at the Barnabas Food Pantry, and other preventative health services to the necessary community providers of preventive health services.</p>	Member will refer 250 patients per quarter	Physical Activity/Nutrition/Obesity Prevention, Opioid Epidemic, Seniors (Age 50+)

NHC Member Position Description AMR21

Opioid Use Referrals 10%	AmeriCorps member will also screen for opioid usage using approved tool. Based on this assessment the member will make referrals to Starting Point Behavioral Health for follow-up services. AmeriCorps member will follow up with organization to ensure that client acquire necessary services. Member may refer directly to Starting Point Behavioral Health AmeriCorps members.	Member will refer 50 patients per quarter	Opioid Epidemic
Social Service Navigation 10%	AmeriCorps member will make referrals to social services such as Nassau Transit for transportation, housing, Medicaid, Nassau County Public Library, Barnabas Food Pantry, financial assistance programs, legal assistance, etc.	Member will refer 100 patients per quarter	n/a
Prescription Assistance Program (PAP) – 10%	Member will screen patients for PAP eligibility: <ul style="list-style-type: none"> • Complete and submit PAP applications. • Follow-up with the patient to ensure the application is complete and includes all necessary documentation. • Follow up with PAP programs once application has been submitted. Member will follow-up with patient to ensure they receive their medications through this program	Member will enroll 50 patients per quarter	n/a
Referral Coordination Tracking 15%	Complete, track, and follow up on specialist care referrals with the Nassau Cares Program. Member will follow up with specialist care providers or patients by phone or in person to document that referred patients received needed services. Member will obtain records for services to file in patient’s chart. Member will document all referral coordination efforts in a tracking database for primary care program.	100 patients per quarter	Physical Activity/Nutrition/Obesity Prevention, Opioid Epidemic, Seniors (Age 50+)

NHC Member Position Description AMR21

<p>AmeriCorps Gardening Project 5%</p>	<p>Barnabas Members will create, maintain, and revitalize a garden on site for Barnabas Clients engaged in the Rx Wellness Program.</p> <p>Members will obtain tangible items (plant food, soil, seeds, wood) to develop and maintain this garden on site.</p> <p>Members will co-develop and facilitate gardening curriculum for clients in Rx Wellness Program in which lessons will focus on healthy eating, gardening for self-care, and environmental health.</p>	<p>At least 20 clients a year</p>	<p>Physical Activity/Nutrition/Obesity Prevention, Seniors (Age 50+)</p>
--	--	-----------------------------------	--

Site Orientation and Training

- There will be a two week orientation process for the member where the member will shadow the providers, as well as serve with the medical assistants and the front desk coordinator. This will give the member an opportunity to see how the clinic operates on a daily basis.
- The member will also spend time in the other Barnabas programs such as the food pantry and the case management program.
- The member will also receive training in the electronic medical record that the health program uses as well as ETO which is the Barnabas client database.
- There will also be opportunities for the member to receive training in crisis intervention, universal precautions, customer service and HIPAA compliance.

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 not 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.

NHC Member Position Description AMR21

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 \$6,195 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.

NHC Member Position Description AMR21

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

Member needs to be outgoing and good with very diverse personality types. Member also needs to be able to serve in a fast paced environment and be well organized. Member should have good customer service and telephone skills. Member should also have basic computer knowledge such as word and excel. Knowledge of electronic health records will also be very helpful. Any medical or clinical experience is a big benefit as well as being able to speak Spanish.

Evaluation and Reporting

All NHC members 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 service. 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;
- 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-ameri-corps-members>

AmeriCorps Brand and Messaging

For guidance on AmeriCorps branding and messaging, please refer to the below link:

<http://www.nationalservice.gov/documents/ameri-corps-state-and-national/2015/ameri-corps-branding-and-messaging-guidance>

NHC Member Position Description AMR21

NHC Program Director and Host Site Supervisor

- Dustin J Arceneaux, CHES, Program Director
Email: darceneaux@nefhsc.org
- Michele VandenBossche, Health Services Manager
Email: mvandenbossche@barnabasnassau.org

Site Supervisor 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 Florida Site Director:

NHC Florida Site Director Full Name (Print): _____

NHC Florida Site Director Signature: _____

Date: _____