



## NHC Member Position Description AMR21

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### Member Position

Care Coordinator

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### AmeriCorps Program

Program: National Health Corps Florida

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### Host Site Name & Location

Children's Home Society of Florida

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### Organization Description & Mission

"Building bridges to successful children"- Children's Home Society

CHS' Healthy Start program provides home visitation services to families who are pregnant or who have a child less than 3 years old. We provide a source of support through education, community referrals, and developmental screenings.

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### Member Position Purpose

This position will allow our organization to provide healthcare in a more efficient manner by providing Healthy Start Services to mothers with mental health diagnoses. By participating in home visits, outreach activities, and community events, the NHC member will be able to provide education regarding positive birth outcomes. The member will provide one on one health counseling to women during home visits. Members will screen clients for depression as well as other co-occurring mental disorders such as substance use and opioid use. The member will screen clients for intimate partner violence and refer to appropriate resources. The member will navigate clients to community resources, mental health resources and the services that Healthy Start provides for women and children. Finally, this position will also help to increase our community presence within both Duval and St. John's counties.

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### 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

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**Is the site accessible via public transportation (if yes, what line/route)?:**

No, it will be required that this worker travel to St. John's County to assist once or twice a week.

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

Yes

**How will your organization reimburse the member for transportation costs?**

Mileage will be reimbursed monthly at 40 cents per mile (per company policy)

**Organization dress code:**

Business Casual

## Expected Service Time

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8:30am- 5:00pm Monday through Friday. Member will be expected to serve occasion weekends each month if there are health fairs or weekend events.

## Member Role & Description of Duties

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This position will be based in our Duval office though occasional tasks will also be performed in our St. John's office. Tasks are not limited to the following-

- Member will conduct outreach for Healthy Start nutrition and parenting classes at community events. Member will use this as an opportunity to promote Healthy Start enrollments in the home visiting program, where healthy start case managers visit the homes of pregnant mothers to ensure their social service needs are met.
- Member will perform home visits to mothers with mental health diagnoses such as depression and substance use disorder to ensure that they have adequate access to social services in the community such as housing, transportation, childcare, domestic violence shelters, and Medicaid. The member will provide education and counseling to ensure that the Healthy Start clients have relevant information related to life skills such as finance, accessing education, nutrition, exercise, parenting, breastfeeding, and healthy relationships. Member will provide screenings for clients for the presence of domestic violence, access to mental health services, counseling, detox services and depression. The member will make referrals as necessary and follow-up with clients in person through home visits and phone calls.
- The member will be expanding partnerships throughout the community by educating agencies about Healthy Start services and providing information about Children's Home Society Adoption Services. The member will conduct trainings for external organizations about how to teach clients about breastfeeding, potty training and parenting skills.

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- The member will not displace state of 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.

<b>PROGRAM, PROJECT, OR INITIATIVE NAME</b> <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	<b>MEMBER ACTIVITIES AND PURPOSE OF SERVICE</b> <i>(List the key activities the member will be responsible for, for each program/project listed)</i>	<b>MEMBER OUTPUTS</b> <i>(How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</i>	<b>NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER</b> <i>(if any).</i>
Healthy Start Care Coordination, Home Visits, and Documentation (50%)	Member will manage case load of clients who yield mental health issues or substance use disorder in their client screenings. Member will conduct home visits to clients and provide necessary referral to detox, mental health counseling, and recovery services. Member will track the clients progress towards improved mental health. Member will provide navigation to necessary social services such as childcare, education, legal assistance,	Member will manage a caseload of about 50 clients over the course of the year	Opioid Epidemic, Nutrition/Physical Activity/Obesity Prevention

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	<p>housing, transportation, financial assistance, and Medicaid.</p> <p>Member will also provide nutrition and obesity prevention education to their clients. The member will help the clients create a wellness vision and monitor their progress towards meeting their wellness goals.</p> <p>Member will complete documentation on each case that they manage by completing detailed progress notes and self-auditing their documentation.</p> <p>Member will conduct outreach in the community to gain new clients. Member will screen and enroll clients in Healthy Start services and will refer to appropriate case managers if they do not yield issues that the AmeriCorps member can address such as obesity prevention, depression, or substance use disorder.</p>		
<p>Community Partnership Activities &amp; Training (25%)</p>	<p>Member will build relationships with community organizations by training their staff on maternal and child health developmental skills such as parenting, potty training, and interpersonal violence (IPV).</p>	<p>Member will training at least 12 organizations over the course of the service term on the</p>	<p>Capacity Building</p>
<p>Outreach/Events - 25%</p>	<p>Member will attend community events, community meetings, and health fairs representing Children’s Home Society to build strong connections and raise awareness of Children’s Home Society in Duval and St. John’s County.</p>	<p>Member will attend at least 2 outreach events a month to promote Healthy Start and CHS</p>	<p>Capacity Building</p>

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## Site Orientation and Training

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Care Coordinator will complete all onsite and online courses required by the Healthy Start Coalition prior to meeting with clients. They will also complete shadowing with staff to learn client engagement techniques, how to utilize program curriculum, and documentation. Member will shadow case managers to learn how to provide home visiting services and apply motivational interviewing techniques to help clients explore ways that they can help themselves through the referrals the member will be providing.

## Member Benefits

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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.
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.

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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

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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;
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.

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## Site Member Qualifications

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- Must have high school degree though continued education is preferred
- 1+ years of Home visitation experience (optional)
- Must have FL driver's license within 30 days of hire
- Must have empathy for clients in crisis, superior communication skills, and ability to connect with others
- Experience with education and being comfortable with providing home visits is preferred

## Evaluation and Reporting

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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 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;
- 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

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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

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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>

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### NHC Program Director and Host Site Supervisor

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- Dustin J Arceneaux, CHES, Program Director  
Email: [darceneaux@nefhsc.org](mailto:darceneaux@nefhsc.org)
- Sierra Guy, CHS Healthy Start, Program Supervisor  
Email: [sierra.guy@chsfl.org](mailto:sierra.guy@chsfl.org)

### Site Supervisor Signatures

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 Florida Site Director:	
<b>NHC Florida Site Director Full Name (Print):</b> _____	
<b>NHC Florida Site Director Signature:</b> _____	<b>Date:</b> _____