



NHC Member Position Description AMR21

Member Position

Care Coordinator

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

2141 Loch Rane Boulevard, Suite 120 Orange Park, FL 32073 & 3292 County Rd 220, Middleburg, FL 32068

Organization Description & Mission

Clay Behavioral Health Center is a private not for profit 501(c)3 community mental health agency that serves adults and children with mental health and/or substance use problems. We provide prevention, intervention and treatment services to the residents of Clay and surrounding counties. We are both a Medicaid and Medicare provider and have a state contract to serve the uninsured on a sliding fee scale. Mission: Clay Behavioral Health Center, Inc. is dedicated to improving the quality of life for Clay County residents by providing affordable mental health and substance abuse services through a comprehensive Community-based approach to care. Vision Statement: Building a Healthier Community, One Life at a Time.

Member Position Purpose

This position will focus on providing education, wellness activities, social opportunities and referrals to our clients and potential clients. In addition to utilizing the NEW-R wellness program for adults with mental illness, opioid addiction, substance abuse problems and chronic diseases, the individual will focus on capacity building in order to help CBHC expand and enhance services to our target populations. The AmeriCorps member may see clients for one on one wellness visits based on the NEW-R program. The member will build a network of providers at Clay Behavioral Health Center and in the community, who will refer clients to the AmeriCorps member for wellness education and social service navigation. The member will be actively involved in the development of opioid focused community initiatives in collaboration with community partners. This will involve outreach, data collection, tracking trends and changes and increasing the effectiveness in achieving outcomes and improving success rates.

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)? No

Does this position require a personal vehicle? Yes, for community to community meetings only

How will your organization reimburse the member for transportation costs? Mileage reimbursement .36 per mile: travel report submitted monthly to Finance Department for reimbursement.

Organization dress code: Business Casual

Expected Service Time

Member will serve a variable 8+ hour (not including lunch) service day which depends on the needs of the clients. Shifts can fall anywhere in between the ranges of 7AM-9PM with an hour lunch M-F. (Example: Member may serve 8am to 530pm one day or 11pm to 8pm one day depending on when clients will be onsite)

Schedule will be outlined in advance with host site supervisor. CBHC will be closed on December 23 and December 26 which are days that AmeriCorps members are scheduled to serve. They will have the opportunity to serve at other local host sites.

Member Role & Description of Duties

The AmeriCorps member will serve mental health and substance use (medication assisted treatment) clients enrolled in group programs at Clay Behavioral Health Center (CBHC) by providing/developing wellness services utilizing an evidence-based curriculum (NEW R). The member will provide one on one support during group sessions in order to make clients aware of the services they provide and how the member can help clients with wellness and life goals. The member will actively recruit clients from CBHC group programs. The AmeriCorps member will facilitate education through one on one counseling with clients based on NEW-R. The member will provide basic health coaching to participants in their 12 week program with mental illness or substance use disorders and make referrals to primary care and specialty care providers as needed. The AmeriCorps member will also screen clients for issues that may require social service navigation such a housing, transportation, education, Medicaid or legal assistance. The member will engage individual clients and provide creative group activities that focus on helping clients develop appropriate coping skills. Member will develop creative activities such as exercise, yoga, relaxation activities, art therapy, and other methods to enhance coping skills for current Clay Behavioral Health Center group programs. These activities will address obesity and other chronic health conditions while emphasizing the importance of physical activities and healthy eating in the recovery process. These presentations will be provided during group sessions at Clay Behavioral Health and on an individual basis. Member will participate in monthly community meetings to network with other community agencies such as the Clay Safety Net Alliance, Florida Department of Health Opioid Task Force and the Northeast Florida Healthy Start Coalition's Substance Exposed Newborn Task Force. Member will develop resources, materials and a referral network to enhance the program. Member will develop a resource and referral network with healthcare professionals to increase the quality of the program. The member will also be involved in capacity building as they assist in the development and implementation of a county wide opioid task force.

Member will not supplant state or public funds with their activities. Member activities will not duplicate or displace existing staff, volunteers or interns duties. Clay Behavioral Health Center has never had anyone to complete the activities outlined in this position. During the service term the member will comply with all AmeriCorps rules and regulations outlined in the 45 CFR §2540.65 and §2540.40-45 sections of the handbook. The position description activities do not violate the AmeriCorps supplementation restrictions outlined in part §2540.100. The member will receive no more than 20% of the aggregate total member service hours in training as outlined in the requirements of 45 CFR §2520.50. The position activities follow 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 activities prohibited by AmeriCorps as outlined in 45 CFR §2520.65. Most (if not all) of the patients accessing our mental health services fall in this category.

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PROGRAM, PROJECT, OR INITIATIVE NAME (INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)	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 (if any).
NEW-R Wellness Visits (20%)	<p>Member will facilitate one on one wellness counseling based on NEW-R curriculum with clients who are suffering from substance use disorders on topics such as weight loss, nutrition, exercise, oral health, addiction, and stress management.</p> <p>Member will recruit and schedule clients for NEW-R wellness visits referred directly from providers, Clay Behavioral Health waiting rooms, support groups, counselors, case managers, and medical staff who have clients in need of additional wellness education. Member will also provide patients with available local health resources. This is a necessary step as it allows the member to build a strong relationship with the patient and support them in achieving their wellness goals.</p> <p>The member will assist the patients in creating a wellness plan and SMART goals to achieve their wellness vision. The member will use motivational interviewing strategies to support the patients in making continued progress towards changing health behaviors.</p> <p>The member will promote NEW-R wellness visits to foster social support for achieving their wellness vision.</p>	<p>Member will support clients and raise awareness of how they can further support clients during at least 9 groups a week.</p> <p>Member will speak with at least 20 CBHC clients a week about wellness visits.</p> <p>Member will schedule a minimum of 5-10 clients for an AmeriCorps wellness visit a week</p> <p>Member will have one on one wellness counseling with a minimum of 5-10 clients a week</p>	Physical Activity/Nutrition/Obesity Prevention, Opioid Epidemic

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<p>NEW-R Patient Screenings and Referrals (20%)</p>	<p>Member will screen clients in one on one and group settings. This will include:</p> <ul style="list-style-type: none"> • Screen for the presence of a primary care provider, health insurance, etc. • Screen for the need for tobacco cessation classes, wellness classes, chronic disease management programs, vision services, etc. • Screen for social service needs, such as SNAP, Medicaid, food pantry or clothing referrals in the community <p>After screening, member will make referrals to appropriate in-house or community providers for services needed by the client.</p> <p>Member will market NEW-R to clients during patient screenings with a goal of recruiting clients to attend classes. Member will implement other marketing tools to recruit clients to attend project wellness classes.</p>	<p>Member will screen a minimum of 5-10 clients per week.</p> <p>Member will provide a minimum of 5-10 referrals for client needs each week.</p> <p>Member will contact at least 5 providers a week to build partnerships between CBHC and their offices.</p>	<p>Physical Activity/Nutrition/Obesity Prevention, Opioid Epidemic</p>
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<p>NEW-R Group Wellness Classes (20%)</p>	<p>Member will facilitate and lesson plan for the evidence-based NEW-R groups. The wellness program utilize a comprehensive evidence-based resources called NEW-R that is focused on mental, physical, and emotional wellness. The curriculum includes topics on nutrition, healthy eating, physical activity, food safety, reading nutrition labels, art therapy, stress management, dance, yoga, etc. The target for these classes are persons diagnosed with a mental health problem, patients in the medicated assisted treatment (MAT) program, and patients with substance use disorder who are receiving services at Clay Behavioral Health's Substance Use Center.</p> <p>Member will coordinate space, schedule and prepare all materials for NEW-R groups. Each class will be tailored to the group's needs.</p>	<p>Member will facilitate wellness groups a minimum of twice a week of relevant wellness topics to MAT counseling groups at Clay Behavioral health Loch Rane Offices.</p>	<p>Physical Activity/Nutrition/Obesity Prevention, Opioid Epidemic</p>
<p>Community meetings and Task Force Participation (20%)</p>	<p>Member will attend Substance Exposed Newborn Task Force, Clay Safety Net Coalition, and Clay Action Coalition with the purpose of being involved in their projects to address the opioid epidemic through education, screenings, treatment and referrals for recovery.</p> <p>Member will plan, develop, implement and coordinate projects for the Opioid Task Force focused on combatting the opioid epidemic</p> <p>Member will develop a referral network with specialty providers in Clay County for the clients they are serving to receive specialty care based on their needs.</p>	<p>Attend meetings according to schedule, monthly and ongoing. Attend special events as scheduled.</p>	<p>Opioid Epidemic, Capacity Building</p>

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Site Orientation and Training

The AmeriCorps member will be oriented to their responsibilities by spending time in Human Resources the first half day to have proper confidentiality and security trainings. The member will receive trainings used overall at CBHC and then will be met on site by their supervisor for additional training on substance use and addiction. The supervisor at CBHC will make sure the member will have the basics in knowledge of use of computers, phones and of the overall agency such as the organizational chart. They will then be assigned to a staff to orient to their area along with the host mentor for their specific tasks and responsibilities.

There are many local trainings related to health and wellness, as well as substance abuse and mental illness care provided by various members in the community. Staff are encouraged to take advantage of these. We also give trainings at the agency for which the member will be able to participate. They will be enrolled in our online training product My Learning Pointe with a library of subjects relative to the healthcare field they will be able to take advantage of.

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.
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

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.
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

Traits that would assist the candidate be successful in the position would be:

- A genuine desire to assist persons with cognitive disabilities or difficulties succeed in life.
- Comfortable interacting with clients who have substance use disorders or mental illness is a plus
- A self-starter that is able to take initiative and can serve independently
- Should be organized, detail oriented, have excellent communication skills, be patient, calm and kind.
- Should enjoy serving diverse populations, patients and staff on a daily basis, both in person and over the phone.
- Prior experience directing and/or teaching adolescents or adults about subjects similar to health or wellness OR a willingness to learn quickly and be effective in the role
- Ability to communicate in English clearly is needed as there is much phone and face to face interactions.
- Ability to speak Spanish or sign language would be a plus.
- Member must be able to review materials and condense the information in a format that is understandable for a diverse population,
- Knowledge of the disease process for mental health issues and/or substance abuse issues is helpful.
- Ability to engage others who may be resistant to change.
- Time management skills
- Ability to maintain healthy professional boundaries
- Physical fitness experience (personal or professional) is an added value.

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 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

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>

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NHC Program Director and Host Site Supervisor

- Dustin J Arceneaux, Program Director
Email: darceneaux@nefhsc.org
- Debra Troupe, Clinical Manager, Substance Abuse Services
Email: debra.troupe@firstinclay.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: _____