



NHC Member Position Description AMR21

Member Position

Patient Navigator

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

Gateway Community Services, Inc.

555 Stockton Street

Jacksonville, FL 32204

Organization Description & Mission

Gateway is a private non-profit drug and alcohol rehabilitation agency committed to building better communities by taking action against drug addiction. Our wide range of services includes e-therapy, residential and outpatient treatment programs for adults, adolescents, women with children, transitional recovery housing and more. Gateway is a recognized leader providing comprehensive prevention, intervention, treatment, and recovery support services for adolescents, adults, and families suffering from addiction. Gateway's continuum of treatment includes medically managed protocols and stable living environments where individuals and families learn to live a successful recovery model. Gateway's staff includes MDs, PAs, RNs, Licensed Mental Health Counselors/ Social Workers, and BA/MA Certified Addiction Professionals and counselors.

Gateway's mission is to deliver effective treatment and recovery services using proven steps to help people suffering from alcoholism, drug addiction, and related mental health issues.

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Member Position Purpose

The AmeriCorps Members will serve with individuals who are seeking recovery from the despair and destruction of addiction and co-occurring disorders, including Opioid Use Disorder. Gateway's resident patients and their children come from diverse, underserved, compromised communities in the Jacksonville area. Approximately 97% are considered low or very low income, earning well less than 80% of the area median income. Many have suffered trauma, health crises, and homelessness. The ultimate objective of this proposal – and all of Gateway's efforts – is to help patients become productive, healthy, self-sufficient citizens. The Patient Navigator will assist patients at the beginning of their recovery journey, setting them up for successful pathway to treatment and recovery. They will work closely with incoming patients in Detox) to orient patients and assist them in accessing the services they need to pursue recovery and health. The Patient Navigator is the link between patients and the coordinated care and services (such as counseling, peer support, life skills education, etc.) they need for sustained recovery. The member will use motivational interviewing techniques to influence clients in detox to get into treatment after their stay. The member will also provide life skills education to Gateway clients while in detox on topics such as finance, dental health, nutrition, coping skills, fitness, parenting, etc. The member will be the cornerstone of clients taking necessary steps towards recovery.

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

- **Gateway is conveniently located 0.1 miles from a JTA bus stop located at Stockton Street & Edison Avenue (Route 14-Edison)**
 - See Jacksonville Transportation Authority: <https://www.jtafla.com/> for bus schedule The My JTA app is available on Google Play and Apple iPhone App Store.
- **Does this position require a personal vehicle? No.**
- **Dress code: Business Casual**

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A. Prohibited attire for all staff includes:

- Tank/Halter/Tube tops
- Heels exceeding two (2) inches in height
- Pictures, logos, emblems or writing that depicts illegal activities, violence, alcohol, tobacco, profanity or nudity
- Ball caps or visors worn indoors
- Very short dresses, skirts or shorts
- Low-cut blouses revealing cleavage
- Low-rise pants revealing the back or undergarments
- Thin dresses/skirts without slips
- Excessively wrinkled or dirty clothing
- No dangling earrings, necklaces, bracelets or heavy rings are allowed. Jewelry shall be conservative and shall be kept to a minimum (small hoops or studs).
- No visible body piercing other than earrings are allowed

B. Daily hygiene should be a normal practice of all staff.

The Supervisor will be the final arbitrator regarding questions of appropriate attire and will send home any employee, without pay, until adherence with the dress code is achieved.

Expected Service Time

- Members will generally be scheduled to serve 8 hours per day with a 1-hour lunch break Mondays through Fridays during regular business hours as follows:
- Mon, Tue, Wed, Thu, Fri: 8:30am – 5:30pm
- As part of the patient education component of this program, the member may be asked to deliver patient/family health/nutrition education workshops or informational sessions one Saturday per month; time off during the regular service week will be provided to accommodate for any weekend time served. These workshops can be scheduled around the members' NHC group service project obligations.

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Member Role & Description of Duties

The Patient Navigator will provide wrap-around care by collaborating with patients to address physical, emotional, and social needs, and to link them to community services to meet those needs. Roles and responsibilities would include:

- Talking to all prospective Detox patients about medical and mental health issues and needs. The Patient Navigator will meet with prospective patients in Detox to do a needs assessment, discuss resources and options, and provide a warm handoff to Gateway program staff.
- If the incoming patient declines treatment, the Patient Navigator will provide referrals and warm handoffs to community care providers as appropriate.
- Conducting comprehensive patient overviews of Gateway programs to explain what treatment at Gateway is all about. This will help patients understand more fully what to expect, resources available to them, etc.
- Helping patients get set up with primary care providers, outside mental health care, prenatal care, etc.
- Assisting patients with filling out necessary and often complicated required paperwork (e.g. intake forms, medical history, applications for assistance, Medicaid, social security cards, etc.).
- Working closely with the counseling, medical, and Detox staff to ensure patients are provided appropriate services to assist with recovery and wellness.
- Identifying community services and bring in new community partners to work with Gateway patients as needed.
- Researching, developing, and delivering patient education groups and workshops.
- Implementing tasks to improve program effectiveness and efficiency
- Cultivating resources for health-related activities
- Member activities will not duplicate or displace existing staff, volunteers or interns duties. Gateway Community Services has never employed anyone to conduct 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. The member will be serving vulnerable populations.

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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 (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>
Patient Life Skills Education (30%)	<p>Member will provide one-on-one health education to people receiving detox services. Member will work to implement a curriculum and guidelines on being a good health consumer. Topics will include Narcan usage education, seeing the doctor regularly, finance, parenting, seeing the dentist regularly, stress management, and how to access social services.</p> <p>Member will develop a resource guide for clients to hand out on life skills topics that are relevant to clients specific life skills needs whether it be childcare, parenting, education, dental health, accessing Medicaid, SNAP or other benefits.</p>	Member will educate a minimum of 20 people a week	Opioid Epidemic, Seniors (50+)
Wellness Education 30%)	The member will also provide one on one education with detox patients based on basic health physical assessment results with medical providers on site. This education will include hypertension, nutrition, diabetes, human	The member will provide education to at least 20 people a week	Opioid Epidemic, Physical Activity/Nutrition/Obesity Prevention, Seniors (50+)

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	<p>immunodeficiency virus (HIV), chronic illness, obesity, wound care, and dental issues.</p> <p>Member will become familiar with community resources and recruit guest speakers to speak to the groups that the member arranges at Gateway Detox. Community resources may include professionals who are experts on recovery, nutrition, exercise, dental health, and wound care.</p>		
<p>Referral to Treatment (20%)</p>	<p>Member will use motivational interviewing techniques to assess client's readiness for change in regards to substance use. Member will speak with clients to draw out their motivations for wanting to get into substance use treatment. Member will also use motivational interviewing to draw out clients' motivations for wanting to access other necessary health care services such as dental services, preventative healthcare, tobacco cessation programs, and mental health counseling.</p> <p>The member will provide discharge education for patients who are transitioning out of detox and not planning on transferring over to outpatient services at Gateway Community Services. The member will research and compile these viable organizations and agencies into a</p>	<p>The member will refer at least 20 patients healthcare services relevant to recovery</p>	<p>Opioid Epidemic, Physical Activity/Nutrition/Obesity Prevention, Seniors (50+)</p>

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	resource guide. The member will keep this resource guide updated on an ongoing basis.		
Client Tracking (10%)	The member will track patient's progress towards behavior change and strategize new ways to reach clients and draw out their internal motivations for behavior change.		Capacity Building

Site Orientation and Training

- The member will receive Gateway Community Services Orientation from the Human Resources Department
- HIPAA training
- Deaf and Hard of Hearing Sensitivity Training
- Confidentiality
- 12 Steps of Recovery (Narcotics Anonymous, Addiction Anonymous)
- Information Security
- Electronic medical record training
- De-escalation & Crisis Management
- Additional Screenings: Member will be required to take a drug test as well as complete a screening by the Department of Children & Families

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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 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 \$6,095 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

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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

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>

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NHC Program Director and Host Site Supervisor

- Dustin J Arceneaux, CHES, Program Director
Email: darceneaux@nefhsc.org
Phone: 1 (904) 516-8913
- Sarah Kim, Director of Outpatient Medical Services
Email: skim@gatewaycommunity.com
Phone: (904) 387-4661 x. 1073

Site Supervisor Signatures

By signing below, you acknowledge that you have read and understand the contents of this position description.	
Host Site Supervisor: 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: