



NHC Member Position Description AMR21

Member Position

Care Coordinator

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

Hope Haven

4600 Beach Blvd

Jacksonville, FL 32207

Organization Description & Mission

Mission: Hope Haven's mission is to ensure that children and families realize their full potential by providing specialized services and individual educational opportunities.

Vision: Individuals served by Hope Haven will be more independent, educated and engaged in community life.

Organization Description: Hope Haven has served children in some capacity for 96 years, beginning in 1926 by addressing the tuberculosis epidemic, followed by polio, and then opening a hospital to serve medically needy children. Hope Haven continuously focuses on emerging needs that have transformed over the years to ensure that its services focus on current community needs. In the 1970's, Hope Haven's goals were expanded to provide diagnostic and treatment services to children with developmental, psychological, behavioral, and learning disabilities as well as academic problems. Hope Haven holds a longstanding reputation in the community for providing quality comprehensive services for children and adults with special needs. Hope Haven currently serves children with physical, developmental, intellectual and behavioral disabilities across the lifespan. This includes youth with autism, down syndrome, cerebral palsy, epilepsy, developmental delay, muscular dystrophy, learning disabilities like ADHD or dyslexia, trauma, and other various syndromes. Hope Haven employees approximately 50 staff with a 3.2-million-dollar annual budget and served approximately 5000 unduplicated clients in the past year.

For more information about Hope Haven, visit our website: <https://www.hope-haven.org/>

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Member Position Purpose

The member's role at Hope Haven will be to promote and expand Hope Haven's unique services to the community to increase the number of clients with special needs enrolled in social skills group therapy and wellness programs. The member will develop and facilitate an afterschool wellness program for youth that incorporates physical activity, nutrition, and mental health. The member will facilitate community workshops on assistive and adaptive technology to seniors. The member will conduct outreach to raise community awareness of the assistive and adaptive technology for seniors provided by Hope Haven. The member's service activities are pilot initiatives that aim to improve quality of life for people with disabilities served by Hope Haven.

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)? Yes, see URL links.

https://www.jtafla.com/media/2159/jta-route-8_rev1019.pdf and <https://www.jtafla.com/media/2145/route33.pdf>

Does this position require a personal vehicle? No, but it is strongly preferred.

How will your organization reimburse the member for transportation costs? Hope Haven reimburses mileage at .575 per mile. To be reimbursed, the member must fill out a mileage reimbursement form each month and have it approved by the site supervisor and turned into the finance department by the 10th of each month.

Organization dress code: Hope Haven's dress code is for team members to come appropriately dressed for their position. Our organization has a diverse set of programs and services, some of which require business casual attire while others require casual attire to work with children. The member would be responsible for knowing what attire to wear when. In general, business casual is a good framework, but when facilitating wellness activities, comfortable attire appropriate for moving around with children is also appropriate. The organization follows a casual Friday dress code, unless the activity requires something more formal.

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Expected Service Time

Hope Haven is open from 7:30am to 8pm Monday through Friday with a half day on Saturdays. The member's schedule will depend on the exact activities but will likely be 10am to 6:30pm Monday through Friday most of the time. There may be exceptions for community events or trainings that may extend outside of those hours about once a week. Hope Haven observes the following holidays Labor Day, Thanksgiving, the day after Thanksgiving, December 24th through January 2nd, Memorial Day and the 4th of July.

Member Role & Description of Duties

Hope Haven services are organized into four departments, each with several programs or activities. The Education Department offers the Discovery School, Out of School Time and Tutoring. The Employment Department offers career readiness workshops, on the job training and internships and supportive employment services. The Clinical Department offers learning assessments and evaluations, mental health therapy, social skills group workshops, co-parenting workshops and behavior management supportive coaching in daycare, schools and out of school settings. In the Advocacy Department, educational advocacy is provided to help families navigate the IEP process to ensure students are receiving the accommodations needed for them to be successful. It also includes FFAST, the Northeast Florida regional distribution center for Florida Alliance for Assistive Services and Technology.

At Hope Haven, the member will play a crucial role in promoting new initiatives in the community, enrolling clients into programming and providing information to increase preferred behaviors and decrease non-preferred behaviors that affect our clients' overall well-being, including their mental health, physical health and overall quality of life. The member will serve a diverse set of clients [including pre-school (3-5), elementary children (5-11), pre-teen (12-14), teens (15-17), young adults (18-22) and seniors (50 plus)] through educational, clinical and community programming. The member will serve a variety of roles within each program to meet the needs of the clients:

- Social Skills pilot program
 - This social skills group therapy program is implemented using a Mixed Reality Training Lab that will harness cutting edge virtual reality (VR) technology and mix it with highly intuitive real-time human interaction to target mental health issues, problem behaviors and skill deficits. It is an avatar-based experience where clients' unique stressors and triggers are simulated in a safe environment. It allows repeated practice that is safe, private, accessible and affordable until a client masters a healthy social response.
 - In this role, the member will conduct outreach with Hope Haven internal programs and community partners to recruit clients to participate in the pilot social skills program. The member will assess client fit for the program and enroll them. Prior to their scheduled lab session, the member will interview/survey clients and their support system (family, caretaker, friends, etc.) to collect qualitative data. During lab sessions, the member will serve as a co-facilitator observing and documenting behaviors throughout the lab session. Member will conduct follow up interview sessions with clients and guardians. The member will collaborate closely with the mental health counselors to grow the capacity of this pilot program.

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- Out of School Time Wellness Program
 - Out of School Time includes After School program that runs from 2:00pm to 6:00pm Monday through Friday August through May; Days of Hope, which are days that the public school system may be closed, but we are still open to provide services; and Summer Camp, which operates Monday through Friday from 7:30am to 5:30pm for 8 full weeks in June and July. The program is inclusive of children with all abilities with a special focus on children with physical, developmental, intellectual and/or behavioral disabilities aged 3 -22. Out of School Time programming is a recreational program that reinforces social and emotional skills essential to daily living.
 - In this role, the member will implement a wellness program. The program does not currently have a wellness program so the member will assess needs by collaborating with their site supervisor, the program manager, program team members, the clients and their support systems (families, caretaker, etc.) Using this information, an enrollment process activity schedule will be created, then workshop implementation will begin. It is expected that the member will conduct at least one wellness activity per week with each age group.

- Florida Alliance for Assistive Services and Technology (FAAST)
 - The FAAST Northeast Regional Demonstration Center is located at Hope Haven. The mission of FAAST is to enhance the quality of life for Floridians with disabilities, regardless of age, by promoting the awareness of, access to, and advocacy for assistive technology. Hope Haven's implements this state-funded lending program that assists in maximizing the potential in children and adults with disabilities through an extensive resource library of assistive technologies. The member's role in this program would be to promote FAAST services in the community, specifically targeting seniors (50+) with assistive and adaptive technology needs and the agencies that serve seniors.

- The member will not displace state of public funds through their service and will not exceed the 20% maximum for training hours according 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.

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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 <i>(How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</i>	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any).</i>
<p>Social Skills group therapy program <i>mixed-reality training lab pilot project</i> (50%)</p>	<p>Implement recruitment strategies for internal programs and external partners to increase client participation in social skills workshops.</p> <p>Screen client referrals for social skills program enrollment.</p> <p>Provide enrollment education with client and client support system (parent, guardian, caregiver, etc.) Assist client with enrollment process as necessary.</p> <p>Conduct parent in-person surveys before and after social skills programming. Collect qualitative data through client interviews before, during and after social skills workshops.</p> <p>Co-facilitate social skills virtual sessions with mental health counselor and track behaviors observed in each session.</p> <p>Compile reports of program outcome for continuous quality improvement meetings to tweak direction of program development.</p>	<p>50 unduplicated clients will participate in social skills program workshops.</p>	<p>Capacity Building</p>

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<p>Out of School Time Wellness Program (20%)</p>	<p>Create tools to assess the health and wellness needs of children (aged 3 to 22) enrolled in out of school time programming at Hope Haven to guide health and wellness program development. Assessments can be formal surveys, informal conversations, parent questionnaires, etc.</p> <p>Develop program design for wellness program, including schedule, information to send to families for enrollment, goals, curriculum, etc.</p> <p>Implement wellness program. Wellness program can include lessons and activities that focus on nutrition, physical activity, health-related information, stress reduction activities, etc.</p> <p>Evaluate the success of the wellness program monthly using quantitative and qualitative data and make changes as need to improve quality of program.</p>	<p>75 unduplicated clients will participate in wellness program activities annually.</p> <p>Wellness program activities will be implemented weekly, at a minimum, totaling at least 35 activities.</p>	<p>Nutrition/Physical Activity/Obesity Prevention</p>
<p>FAAST Community Trainings <i>targeting seniors</i> (20%)</p>	<p>Conduct outreach to organizations that target senior citizens to promote public awareness of FAAST services.</p> <p>Coordinate community training workshops on specific assistive and adaptive technology requested by senior serving agencies.</p>	<p>500 people will participate in FAAST workshop trainings.</p> <p>Approximately 30 community training workshops will be implemented annually.</p>	<p>Seniors (50+), Capacity Building</p>

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	<p>Create the workshop content to address needs of seniors. Workshop will include knowledge and skill-based information related to assistive and adaptive devices to increase the senior's quality of life.</p> <p>Make referrals to the FFAST program coordinator for additional demonstrations and device loans.</p>		
Community Outreach (10%)	<p>Conduct community outreach activities such as attending health fairs, community events, creating social media posts for the marketing department, etc. to promote recruitment into services provided by the member (social skills program, FFAST services, wellness program, etc.)</p>	<p>Reach out to approximately three to five times the number of clients needed to reach enrollment goals listed above.</p>	Capacity Building

Site Orientation and Training

For the first month of their host site service the member will spend time shadowing the site mentor, meeting team members and learning about the different programs and functions of Hope Haven. This time is set aside to provide the member with a broad overview of the agency. It will look something similar to the outline below:

- Day one
 - Meet with Human Resources for onboarding paperwork and overview of organizational policies
 - Time to settle into office and complete paperwork to access tools needed for service activities
 - Meet with Site Supervisor and tour of the organization for the remainder of the day
- Weeks 1 and 2
 - Daily meeting with site supervisor
 - Shadow half or full days with each program lead regarding orientation to the member role, including clinical department, out of school time program, FFAST program and the special projects team.
 - Shadow half days with each department/program to integrate into culture, including tutoring, discovery school, employment services, advocacy and customer service.
 - Complete required trainings including DCF, ELC, CPR, Trauma-informed care, disabilities related trainings, etc.

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- Weeks 3 and 4
 - Develop work plan collaboratively with site supervisor for each project
 - Complete any remaining training required for service
 - Begin activities to support service activities

Member will participate in quarterly staff retreats, complete in person and online trainings, attend internal meetings such as case staffing, think tank, staff meetings, etc. Participation in these activities supports the member's ongoing professional development.

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.** Childcare 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 childcare providers. The amount of the childcare subsidy that the member may be eligible for varies by state and may not cover the full cost of childcare.
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

Members must feel comfortable serving persons with a wide range of abilities including persons with autism, down syndrome, ADHD, learning and developmental differences, etc. Experience with population is preferred, but not necessary. The member will serve children, youth, adolescents, young adults and seniors. This position requires strong communication skills and a desire to build relationships with families and the community. Member must demonstrate a growth mindset and be comfortable trying new things without the promise of success. Our approach is to learn by doing and adjust project implementation strategies as new information is gleaned. Member must be flexible and able to adjust trajectory as needed. The member must feel comfortable trialing new technology and be willing to attempt problem solving technology issues in the moment without demonstrating frustration. The pilot project is utilizing new technology that may need tweaks along the way.

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, CHES, Program Director
Email: darceneaux@nefhsc.org
- Jennifer Larramore, Director of Program Services
Email: jenniferl@hope-haven.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: _____