



## NHC Member Position Description AMR21

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### Member Position

Patient Navigator

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### AmeriCorps Program

**Program:** National Health Corps Florida

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### Host Site Name & Location

Jacksonville Health and Transition Services (JaxHATS) Program, 841 Prudential Drive, Suite 900, Jacksonville, 32207

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### Organization Description & Mission

The JaxHATS Program is a primary care medical home that provides health care transition services to youth and young adults with special health care needs as they move from pediatric to adult based systems of care. The mission of the program is to provide a continuum of comprehensive, accessible, and quality health care for youth and young adults with special health care needs living in Northeast Florida.

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### Member Position Purpose

The National Health Corps (NHC) Member would serve with our team to provide health care transition services in both our outpatient clinic and in the inpatient setting. Families and youth transitioning from pediatric to adult based systems often need guidance to navigate complex systems such as insurance, education, vocation, peer support needs and to develop self-management skills. This requires ongoing support to identify community resources, navigation of health systems and also ongoing follow up and assistance to ensure completion of referrals placed.

A NHC Member would assist in the ongoing implementation of inpatient transition services. This would include providing patients and families with information about transition from pediatric to adult based care through a survey tool that has already been developed and piloted over the past year. The NHC member will serve as the primary point of contact when consultation or referral for inpatient services is requested and work with our team to provide these services. Some examples of services may include: tours of the adult hospital for pediatric patients and families, educating patients and families on self-advocacy skills during inpatient stays, transition planning activities (insurance planning, education/vocation planning etc), assisting patients and families in navigating health services and educating hospital staff and providers about HCT.

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### Member Term of Service

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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

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

Host Site is accessible by public transportation – Accessible by bus lines and skyway monorail Bus 8, 25, 22

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

Personal vehicle is recommended to get to position location

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

No transportation offsite will be necessary.

**Organization dress code:**

NHC member should adhere to University of Florida Health Jacksonville dress code policy.

### Expected Service Time

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- Monday through Friday from 9 AM to 5 PM, with breaks and lunch hour according to institution HR standards.
- Member will serve approximately 40 hours a week.
- May be flexible should NHC member require certain days/times off.

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### Member Role & Description of Duties

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- The JaxHATS clinic serves patients with sickle cell disease, rheumatologic and other neurologic conditions that may be associated with chronic pain. The management of these conditions may involve opioid therapy. It is important to ensure that patients understand appropriate use of these agents and the long-term side effects. A key way to ensure this is to limit prescription of chronic pain medication to one provider. When patients must go to the emergency department or require admission for acute medical problems, doctors are often unsure of the patient's chronic pain concerns and may either inappropriately provide pain medications or assume patients are medication seeking and refuse pain medications. The NHC member, through the inpatient consultation service, will be able to assist with communication between our clinic and the hospital to ensure appropriate pain medication prescribing and proper education for patients about pain management. Nutrition is a critical component of the care plan for all patients. As nutrition services may not continue to be an accessible service as patients' age out of pediatric care, it is critical that patients and families are provided with tools and resources to maintain healthy lifestyle choices. In addition, there are special considerations with regards to maintaining a healthy weight in some of our special populations. The NHC Member will be instrumental in providing this education to patients and referring them to outside resources as needed.
- The NHC member would serve with our team to develop questions and then survey patients/families, providers/staff and other stakeholders to identify inpatient needs for transition. The NHC member will also learn about other inpatient transition programs across the country. Based on these findings, the NHC Member will assist in implementing several inpatient services for transition. The NHC member will serve as the primary point of contact when consultation or referral for inpatient services is requested and work with our team to provide these services. Some examples of services may include: tours of the adult hospital for pediatric patients and families, educating patients on self-advocacy skills during inpatient stays, transition planning activities (insurance planning, education/vocation planning, referrals to weight management programs, referrals to nutritionists, assisting patients and families in navigating health services and educating hospital staff and providers about health care transition
- 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

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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 (INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</b>	<b>MEMBER ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the member will be responsible for, for each program/project listed)</b>	<b>MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</b>	<b>NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER (if any).</b>
<p>Transition Access Counseling for Families 15%</p>	<p>The Member will educate patients and their families on transition services, so they better understand being on the adult side of care and long term medical care. Member will educate them on how to adequately fill out paperwork for hospital compliance.</p> <p>Member may provide a tour of facilities to new families who have not seen or been exposed to adult long-term medical care at Wolfson Children’s Hospital/Baptist Medical Center. Member will provide families with an overview of services that would be relevant to the transitioning youth and their long-term care. Member will provide an overview of transition services and their role as a guide for the family and the transitioning youth.</p> <p>Member may help families with insurance planning if necessary, for the transition to receiving adult medical care.</p>	<p>Member will provide education to a minimum of 5-10 new families a week</p> <p>Member will provide follow-up education to a minimum of 5-10 patients a week currently being served by program for social needs, preventative health care needs, and transition specific needs</p>	

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<p>Transition Health Counseling for Families – 30%</p>	<p>Member will educate patients/families on the importance of physical activity and nutrition for patient who have chronic illnesses that lead clients to be sedentary for long periods of time including, but not limited to, spinal bifida, cerebral palsy, muscular dystrophies/neuromuscular diseases, sickle cell anemia and others.</p> <p>Member will educate patients/families on lifestyle specific health information (e.g. socialization, life skills, and mental health) that is relevant to patient’s medical condition not limited to, spinal bifida, cerebral palsy, muscular dystrophies/neuromuscular diseases, sickle cell anemia and others.</p> <p>Member will provide appropriate and sensitive training on the skills necessary to overcome barriers to healthy lifestyle for their medical condition</p> <p>Member will educate families on how to advocate for opioids if necessary, for chronic conditions that require pain management which will allow them to navigate current opioid over prescription policies.</p>	<p>Member will provide education to a minimum of 5-10 new families a week</p> <p>Member will provide follow-up education to a minimum of 5-10 patients a week currently being served by program for social needs, preventative health care needs, and transition specific needs</p>	<p>Opioid Epidemic</p>
<p>Transition Key Referrals 40%</p>	<p>Member will update surveys assessing patients transition needs such as:</p> <ul style="list-style-type: none"> <li>• Aid with referrals to nutritionists, wellness programs, and mental health counseling</li> <li>• Assistance securing health insurance coverage and other financial assistance resources</li> </ul>	<p>Member will survey a minimum of 5-10 new patients a week</p>	<p>Nutrition/Obesity Prevention/Physical Activity</p>

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	<ul style="list-style-type: none"> <li>• Referral to a reliable network of adult medical and surgical specialists</li> <li>• Linkages to community resources such as High School, College and other secondary education, employment, vocational transition services, community integration, and social/recreational activities that promote physical activity,</li> <li>• Trainings that supports the shift of responsibilities from parents to young adults, prepares young adults to be active members of the health care team, and promotes the development of self-care skills and independence</li> </ul> <p>Member will create and continuously update a list of community resources to refer transition clients to for life skills development</p> <p>Member will assess social needs of youth transitioning to long term medical care using the developed survey and navigate clients to necessary social services</p> <p>Member will refer and help patients obtain access to community employment related services, school related assistance such as tutoring, vocational training programs, affordable dental care, obesity and weight</p>	<p>Member will survey a minimum of 5-10 patients a week currently being served by program for social needs, preventative health care needs, and transition specific needs</p> <p>Member will make referrals for a minimum of 10-20 patients as week to different community resources on preventive healthcare, education or social services</p>	
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	management programs, and medical legal partnership for legal issues.		
Shands and Wolfson's Children's Hospital Provider Training 15%	<p>Member will reach out to these professionals and schedule meetings in a professional manner to discuss these topics. Member will educate providers on the unique needs of their transition patients in either a group or individual setting.</p> <p>Member will train Wolfson Children's Hospital/Baptist Medical Center staff and providers on specific needs of transition patients. Member will be instrumental in making providers aware that patients are not developmentally 18, so patients will need caregiver with them for decisions. Member will provide trainings to Wolfson Children's Hospital/Baptist Medical Center staff on the importance of regulated but available prescription of opioids for certain chronic conditions such as sickle cell anemia.</p> <p>Member will schedule meetings and trainings with providers in both Wolfson Children's Hospital/Baptist Medical Center to improve communication between pediatrics and adult healthcare staff. Member will provide trainings to Wolfson Children's Hospital/Baptist Medical Center staff and providers on how to call for a pediatric consult for transition patients.</p>	Member will train a minimum of 10-15 staff every 2 months month on at least 1 of the outlined focus areas	Capacity Building, Opioid Epidemic

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## Site Orientation and Training

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- AmeriCorps Member will receive Wolfson Children's Hospital/Baptist Medical Center and UF Health Jacksonville Orientation
- Member will meet with supervisor to obtain direction on reviewing current materials and information on other transition services being offered by other hospital systems.
- Member will review current inpatient transitions services at Wolfson Children's Hospital/Baptist Medical Center
- Member will receive education and counseling by supervisor on Pediatrics, Adult Health Systems, Social determinants of health, Trauma informed care, Child rights and Disability rights, Hospital policies, Public benefits, and Medical legal needs. Member will receive an introduction to resources available for clients and how to locate more
- Training is ongoing continued training will be necessary through year of service.

## 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.



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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

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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;

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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

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- We are looking for an individual who is comfortable working with youth and young adults with special health care needs. We have many patients with physical, intellectual and developmental disabilities and the NHC member must demonstrate a willingness to learn about these patient populations and have an openness to recognize their needs. The individual must also demonstrate cultural humility and recognize internal bias that could impact care.
- Individuals should have strong communication skills, work well in a team and be sincere in nature.
- Experience with community education, working with youth, working with individuals with disabilities are an asset but not necessary.
- Familiarity with Microsoft office (Word and Excel) are 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)
- Chanda Jones, Social Work Case Manager  
Email: [Chanda.jones@jax.ufl.edu](mailto:Chanda.jones@jax.ufl.edu)

### 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> _____