



## NHC Member Position Description AMR21

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### Member Position

Care Coordinator

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### AmeriCorps Program

**Program:** National Health Corps Florida

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### Host Site Name & Location

Northeast Florida Healthy Start Coalition  
5300 North Pearl St.  
Jacksonville, FL 32208

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### Organization Description & Mission

The Northeast Florida Healthy Start Coalition, Inc. is one of 32 community-based organizations established in 1992 under the state Healthy Start initiative to reduce Florida's high infant mortality and improve the lives of pregnant women and their families.. The Coalition is responsible for the planning, funding and oversight of state maternal and child health dollars. It also undertakes special community projects to improve the health and well-being of women, infants and families. The Coalition is governed by a volunteer Board representing organizations and individuals committed to improving birth outcomes in Jacksonville and the four surrounding counties. The mission of the organization is to lead the community effort to reduce infant death and improve the wellbeing of children, childbearing women, fathers and their families in Northeast Florida.

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### Member Position Purpose

The purpose of the member is to provide home visiting initial intake for pregnant women in the community about the services that the Healthy Start Coalition provides such as case management, breastfeeding education, safe sleep resources, nutrition education, infant care, fatherhood education, and parenting classes. This will require that the member do home visits to clients that need it most to see what social needs they have. The member will provide group and individual health education to moms, dads and families on nutrition, safe sleep, breast feeding, and community social services (e.g. SNAP, transportation, substance use recovery centers, financial assistance, and housing assistance). The member will represent the Healthy Start Coalition at health fairs to promote Healthy Start services. The member will be contributing to improving the screening rate as well as improving health outcomes for our mothers and babies in Northeast Florida. The AmeriCorps member will also provide outreach to community businesses to provide Healthy Start services to their employees as part of the I am Healthy Start Employer program. The member will conduct outreach to local nonprofits about Healthy Start Services to increase Healthy Start Services.

# NHC Member Position Description AMR21

## 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)?** Yes, 50 University, Bus Stop 719 & 720
- **Does this position require a personal vehicle?** Yes
- **How will your organization reimburse the member for transportation costs?** Travel reimbursement documentation is due by the 5<sup>th</sup> of the following month. Reimbursement is paid via paper check and is hand delivered to the member within two weeks of submitting the reimbursement documentation. The reimbursement rate is \$0.445 per mile.
- **Organization dress code?** Business professional attending meetings in or away from the office; Business Casual when not attending meetings in or away from the office.

## Expected Service Time

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- Weekdays 8:00am-5:00pm; 2-3 evening or early mornings per month; Weekends: 5 hours per month. Schedule is flexible per the community need that may include nights and early mornings.
- Service hours are flexible and allow room for adding additional hours to the day. There are also weekend opportunities to make up for missed weekday service due to holidays and other time off

## Member Role & Description of Duties

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The member will be serving across a variety of Coalition programs to address maternal and child health needs in Northeast Florida. The programs are:

- Healthy Start is a free and voluntary program that offers pregnant women assistance in finding services that can help them have a healthy baby (i.e. home visits, childbirth education/preparation, parenting education and support, nutrition counseling, smoking cessation, and breastfeeding education). Services are tailored to a woman based on her needs. The Healthy Start screen is a short questionnaire provided at the first prenatal care visit to the doctor. It is available to all women and services can continue for newborn babies through the age of three. Healthy Start is a free and voluntary program. Coordinated Intake and Referral Program's mission is to coordinate efforts and connect families to the appropriate Home Visiting Services while maximizing resources in the community.

## NHC Member Position Description AMR21

- The Magnolia Project, a special federally-funded Healthy Start initiative to improve the health and well-being of women during their childbearing years (15–44 years old) in Health Zone 1 (32202, 32204, 32206, 32208, 32209 and 32254). This area in the city’s central urban core and adjacent area was selected as the target area for implementation of the Magnolia Project due to the high rates of infant mortality, poverty, crime and other social determinants of health that impact birth outcomes and the general health of the community. Magnolia offers case management, a well-woman clinic and primary care clinic. Individual-, group- and community-level interventions help women improve their health and mitigate risks before, during and after pregnancy.
- I am a Healthy Start Employer is a new business initiative launching in late fall 2017 that will recognize and support businesses that adopt and implement family-friendly policies and benefits. The initiative will work with business to identify areas of improvement and offer perks like quarterly lunch and learns, on-site education classes (breastfeeding, fatherhood, co-parenting, Safe Baby, nutrition, etc.), resources and referrals (child care, education materials, social services, resource manual development)

The member will provide several key activities as part of their service. Two major components will be outreach and individual and group education. Specific activities will include the following:

- Conduct outreach in the community to inform women about the Healthy Start program and services offered. The purpose of outreach efforts is to create awareness of Healthy Start and the services available by visiting organizations in the community and giving out/sharing information about Healthy Start.
- Identify through outreach women who are interested in receiving assistance and complete a self-referral into the Healthy Start program, provide referrals and healthy pregnancy information and assist with completing the Medicaid for Pregnancy application.
- Provide nutrition education classes at the Magnolia Project for case management clients. This will include an introduction to healthy eating, choose my plate, eating healthy on a budget and other related topics.
- Provide group health education classes and implement curricula at I am a Healthy Start Employer certified businesses. This includes nutrition, Safe Baby, co-parenting, Boot Camp for New Dads, breastfeeding education, child development and more.
- The member will also have the opportunity to providing presentations on healthy lifestyles and pregnancy at health fairs, community meetings and apartment complexes. This will include information on key focuses of the Coalition, such as safe sleep practices, nutrition, prenatal care, etc.

The member will not displace state or public funds through their service. The member will not displace state or public funds through their service. The member’s activities will not duplicate and/or displace any existing staff, volunteers, or intern’s duties at the site. The member will be the only person providing the activities outlined below. The activities outlined below will not put the member at risk for exceeding the limitations on allowable fundraising activity as outlined in 45 CFR §§ 2520.40-.45. The activities outlined below will not put the member at risk for violating the AmeriCorps supplementation restrictions as outlined in requirements of §2540.100. The member in this position will not receive more training than 20 percent of the aggregate of the total member service hours as outlined in requirements of 45 CFR §2520.50. The activities outlined below do not supplement, duplicate or displace staff as outlined in 45 CFR §2540.100 (e) – (f). Only AmeriCorps members have completed these activities. The member will not be

## NHC Member Position Description AMR21

conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65. The member will have recurring access to vulnerable populations as outlined in 45 CFR §2510.20, as the programs listed below all serve high-risk moms, babies and families.

| <b>PROGRAM, PROJECT, OR INITIATIVE NAME<br/>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</b> | <b>MEMBER ACTIVITIES AND PURPOSE OF SERVICE<br/>(List the key activities the member will be responsible for, for each program/project listed)</b>  | <b>MEMBER OUTPUTS<br/>(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>Initial Contact/Healthy Start Enrollment (50%)</p>  | <ol style="list-style-type: none"> <li>1. The member will identify women through outreach who are interested in receiving Healthy Start services</li> <li>2. The member will set up appointments in the community with the interested women</li> <li>3. The member will complete the Healthy Start Initial Contact self-referral form with the women</li> <li>4. The member will provide referrals and healthy pregnancy information through one on one education on topic such as parenting support, nutrition, obesity prevention, breastfeeding, SIDS reduction, family planning, shaken baby prevention, etc.</li> <li>5. The member will then enter the self-referral into the electronic database (e.g., Well Family System) in a timely manner.</li> </ol> <p>Each week the member will review the screens that are collected from the OB/GYN providers. If there is missing information on the screens that only the women can complete, the member will contact the women no later than five working days and explain Healthy Start services and ask if she would like to complete an Initial Contact to receive those services. If the woman says yes to the Initial Contact, the member will either</p> | <p>Member will provide individual health education to and enroll in Healthy Start to 60 women.</p>                                | <p>Physical Activity/Nutrition/Obesity Prevention, Opioid Epidemic</p>                               |

## NHC Member Position Description AMR21

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|                          | <p>complete the Initial Contact over the phone or schedule a time to meet with the women in the community within ten working days. If the member is unable to reach the women within one week the original screen will be returned to the OB/GYN office and member will keep a copy for additional attempts.</p> <p>Member will develop material on neonatal abstinence syndrome, exercise (before, during and after pregnancy), and nutrition for pregnant women and babies. Member will provide education to clients during home visits on these topics.</p> <p>The member will assist women with completing the Medicaid application. The women may request the application assistance at the Initial Contact visit or they may reach out via phone call or email for assistance. The member will follow-up three months after enrolling women in health insurance to ensure that they are receiving the benefits/services of the program.</p> |  |                   |
| Community Outreach (20%) | <p>The member will initiate outreach to a total of 100 social services, governmental, businesses and family organizations to educate and promote CI&amp;R in Duval County. Providing the 100 "Unusual Suspects" with referral information and connect cards. Community collaborations are integral to this process because they form the foundation and extent to which services are available to families and may also help to expedite community referrals.</p>   | <p>Member will visit 50 organizations and/or public places</p> <p>Attend 10 community health fairs</p> | Capacity Building |

## NHC Member Position Description AMR21

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| Magnolia Project Nutrition Education (5%)                    | The member will implement all levels of group nutrition education, including lesson planning, internal and external recruitment of participants; facilitation of group class education; documenting participation, satisfaction and effectiveness.  | Member will provide at least 30 classes for at least 100 unduplicated participants  | Nutrition/Physical Activity/Obesity Prevention                    |
| Quality Assurance/Continuous Quality Improvement (CQI) (15%) | <p>Member will take the lead on development of a CQI process that includes an assessment of strengths, an assessment of areas needing improvement and a plan for assuring maintenance of program quality and improvement for coordinated Intake and Referral.</p> <p>Member will develop of a comprehensive participant satisfaction surveys to assist CI&amp;R workers to identify areas in need of expansion or improvement.</p> <p>Member will create periodic satisfaction surveys of health care providers, community organizations and CI&amp;R program representatives to identify where improvements in outreach and working with community partners can improve.</p> | n/a   | Capacity Building   |
| I am a Healthy Start Employer Education and Referrals (10%)  | The member will conduct outreach to local businesses to provide education to their employees about Healthy Start Services. The member will refer business leaders to the Director of Community Impact at the NEFHSC in order to potentially become a Healthy Start Employer which provides accommodations to pregnant mothers on site at businesses such as breastfeeding rooms, maternity and paternity leave.   | <p>Member will provide 30 classes/presentations to at least 100 unduplicated participants</p> <p>Member will facilitate referrals for 50 participants</p> | Nutrition/Physical Activity/Obesity Prevention, Capacity Building |

## NHC Member Position Description AMR21

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|  | <p>The member will provide health education on a variety of topics (Safe Baby, co-parenting, Boot Camp for New Dads, nutrition) on-site for designated businesses, either in the form of ongoing classes or quarterly lunch and learns. The member will maintain a resource guide for businesses and assist in facilitating referrals and resources to Healthy Start, Healthy Families, child care, public benefits, education, etc.</p> | <p>Member will make at least 5 strong referrals to the Director of Community Impact before the end of the service term.</p> |  |
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### Site Orientation and Training

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- To begin orientation, the member will spend time shadowing the site mentor, meeting on-site administrative staff and learning about the different programs and functions of the Coalition, in addition to education on the purpose of the organization and what needs it addresses. This will provide the member with a broad overview of the agency.
- To learn about program specific activities, the member will meet with and shadow program staff at the different sites, including Healthy Start, Magnolia Project, the Azalea Project and Fatherhood PRIDE.
- When appropriate, the member will attend trainings to be certified to teach appropriate curricula (Safe Baby, Boot Camp for New Dads, Understanding Dad, Grow and Glow, Partners for Healthy Babies, SCRIPT, etc.).

### 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 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.

## NHC Member Position Description AMR21

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.
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



## NHC Member Position Description AMR21

of homicide (1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> degree) they will be **ineligible** to serve in the Program. The member also understands they will have the opportunity to review and dispute the findings from the criminal history check.

5. Must submit valid forms of documentation to prove date of birth and citizenship/naturalization/resident alien status and must have a valid government issued photo identification;
6. Must disclose any history of having been released from another AmeriCorps program; failure to do so will render one ineligible to receive the education award;
7. Must submit evidence that they successfully completed any previous AmeriCorps terms, if applicable;
8. Must furnish all other documentation deemed appropriate by the program and host service site.

### Site Member Qualifications

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- Traits: flexible, independent, outgoing, comfortable with strangers, tolerant, compassionate, and organized.
- Minimum qualifications, training, or experience: Interest in public health, specifically maternal and child health, open-minded, ability to deal with diverse groups of people
- Skills: communication, efficient in Microsoft Office, presentation skills, interpersonal skills, public speaking.

### 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>

## NHC Member Position Description AMR21

### 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>

### NHC Program Director and Host Site Supervisor

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- **Dustin J Arceneaux, Program Director**  
Email: [darceneaux@nefhsc.org](mailto:darceneaux@nefhsc.org)
- **Beverly Butler, Program Director, Coordinated Intake & Referral**  
Email: [bbutler@nefhsc.org](mailto:bbutler@nefhsc.org)

### Site Supervisor Signatures

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| 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><br><b>Host Site Supervisor Signature:</b> _____                                     | <b>Date:</b> _____ |
| <b>AmeriCorps NHC Member Full Name (Print as listed on formal documentation):</b><br><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><br><b>NHC Florida Site Director Signature:</b> _____                           | <b>Date:</b> _____ |