

Please complete one service position description for EACH member.

The position description must detail the activities you anticipate your member executing throughout the term of service and the qualifications for this position. The document provided for you contains several items which are highlighted in yellow. Please replace all text highlighted in yellow with your information. Each position description must be sent electronically in MS Word format to NHC to complete an application.

Note: if you are returning site AND you are applying for the same position with no changes to member service activities as the previous year, then please copy and paste onto this template provided for program year 2020-2021.

MEMBER POSITION/TITLE

- **NHC Position Title:** (to be completed by NHC Operating Site Director)
- **Host Site Position Title** Patient Advocate and Navigator, **Position 2**

AMERICORPS PROGRAM

Program: National Health Corps

NHC City: Pittsburgh

HOST SITE NAME & LOCATION

Please list the specific host site location and/or service sites(s) where a member will complete their service. Include the full address.

Program for Health Care to Underserved Populations/Birmingham Free Clinic (S336 UPMC Montefiore Hospital; 200 Lothrop Street; Pittsburgh, PA 15213 AND 44 South 9th Street, Pittsburgh, PA 15203) Oakland and South Side neighborhoods

ORGANIZATION DESCRIPTION & MISSION

Define your organization's mission, and a summary of main objectives and services, as well as the communities it aims to serve.

Since 1994, the Program for Health Care to Underserved Populations has been committed to improving the lives of individuals needing health care but lacking appropriate access due to being under- or uninsured, socioeconomic circumstances, homelessness or risk of homelessness and other vulnerabilities and social determinants. We operate the Birmingham Free Clinic in partnership with the Salvation

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Army South Side location in Pittsburgh. At Birmingham we provide acute, primary and specialty health care, health education, pharmaceutical assistance, preventive care, medical and social services case management, and insurance navigation services.

The mission of the Program for Health Care to Underserved Populations is to facilitate, provide and improve access to high-quality care among those in need through community partnerships, volunteerism, service learning and advocacy. We envision a community where every person has adequate access to compassionate, quality health care.

MEMBER POSITION PURPOSE

Provide a brief (1-3 sentences) summary of the purpose of member service by outlining the duties and responsibilities of the member and how this role connects within the organization.

The member's service will address the PHCUP's mission of facilitating appropriate, culturally competent and needed health care and social service resources to the region's uninsured and medically indigent, regardless of their ability to pay, by actively participating in patient advocacy, case management, workflow, health education, and access to care activities at our Birmingham Free Clinic.

MEMBER TERM OF SERVICE

This is a full-time AmeriCorps national direct service position. To fulfill this position, the member will:

- complete 46 weeks of service;
- complete a minimum of **1,700** hours of service during their service term between hours served at their host site, hours served with NHC Program, and optional pre-approved hours served in the community.
 - A maximum of 20% of the aggregate 1,700 total hours may be designated as training.
 - A maximum of 10% of the aggregate 1,700 total hours may be designated for pre-approved fundraising activities.
 - Member must satisfactorily complete Pre-Service Orientation (PSO) and service assignments as defined in their position description and determined by NHC Program Staff.

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SITE CONSIDERATIONS

Is your site accessible via public transportation (if yes, what line/route) Yes, any bus route coming in to Oakland, for time at our Montefiore Hospital administrative offices, and any routes going to the South Side near S. 9th Street (our clinic location) from Oakland (54C).

Does this position require the use of a personal vehicle? No, but helpful

Note: Host Sites are responsible for the reimbursement of site-related travel. This may be either bus fare or mileage reimbursement as well as parking and/or tolls.

Organization dress code: Insert dress code expectations for member dependent on your organization's dress code policy. Please be as specific as possible.

Business-casual: closed-toed shoes at all times; no revealing clothes

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- Include the days and hours of the week that the member will be expected to serve most commonly while in the position.
- How many hours of meaningful service do you anticipate the member serving weekly? (please select hours expectation between 36-40 hours)
- NHC members are allotted a set schedule of holiday time off and have the flexibility to take time off as necessary (pending approval from Host Site and Program Staff). Do you have flexibility regarding extended hours a member could serve to make up missed time? If no, please state. If yes, please describe.

Mondays 1:30pm-9:30pm (1:30pm-4pm in Administrative office and 4:30-9:30pm at the Birmingham Clinic)

Tuesdays 9:00am-4:30pm (9:00am-12pm at administrative office 12:30-4:30pm at our Birmingham clinic)

Wednesdays 8:30am-4:30pm (at our Birmingham Clinic)

Thursdays 10am-3pm (Administrative office)

Fridays 10am-5pm (administrative offices 10am-12:30pm, then Birmingham Clinic 1:00pm-5:00pm. If no clinic session, then all day at administrative offices)

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Saturdays 8:30am – 1:00pm (Birmingham Clinic); PLUS (12:30-4:30pm), only on one Saturday per month

- Our clinic is closed on all Federal holidays and for extended time between Christmas and New Year's Day. There are ample admin and case management activities so that members can simply serve at our administrative office on these dates.
- We anticipate the member serving between 38 and 40 hours per week.

MEMBER ROLE/DESCRIPTION OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with.
- What will the member's specific role be with this program/project/initiative?
- How will the member's primary activities align with National Health Corps' mission of providing health access and education to underserved communities, and addresses one or more of NHC's service focus areas (address the opioid crisis; increase seniors' (adults 50 or older) ability to remain in their own homes with the same or improved quality of life for as long as possible; and/or increase physical activity and improve nutrition with the purpose of reducing obesity and/or chronic conditions that are linked to obesity).

The member's service will address the PHCUP's mission of facilitating appropriate, culturally competent and needed health care and social service resources to the region's uninsured and medically indigent, regardless of their ability to pay, by actively participating in patient advocacy, case management, workflow, health education, and access to care activities at our Birmingham Free Clinic. The member will assist our Program, community partners and key stakeholders in gaining a better understanding of community needs, barriers to and gaps in health care service delivery and health outcomes of medically underserved patients through the accumulation and dissemination of performance measure data. All goals and activities listed below align with the NHC's mission of addressing the opioid crisis, increasing seniors' ability to stay in their homes with same or improved quality of life and increasing physical activities and improving nutrition with the goal of reducing chronic disease.

The member will help the PHCUP and NHC fulfill its missions to the community in the following ways: The member will facilitate Pharmaceutical Manufacturer's Assistance Program (PMAP) applications and medications received free of charge for our uninsured patients eligible for these programs. They are medications not available by any other means for our patients, and thus help us to manage our patient's disease states, improve their quality of life and aid them in being as independent as possible for as long as they are able.

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The member will assist in coordinating clinic workflow and provide vital medical and social service assessment, case management and medical referrals (both care we provide on-site and other care only done through outside agencies) through our daily, general clinics as well as through specialty transition services for at-risk patients who are uninsured and being discharged from the hospital, and for patients with specific chronic disease states such as diabetes, hypertension, asthma and COPD. The member will coordinate schedules for volunteer insurance navigators from agencies we collaborate with, and actively refer patients to these services. The member will assist in key administrative duties as needed, such as inventory of medical supplies and documents to and from clinic as they relate to their position description.

For patients with certain chronic disease states, the member will assist in pre and inter-visit planning to help our adult patients with chronic disease maintain their ability to remain in their home and stabilize or improve their health status. To this end, the member will:

(1) Prior to the patient's visit, utilize the EMR and patient registries to assess each patient for recommended health maintenance statuses, and note which activities need to be completed at their next visit. (2) Track recent visits and document missed appointments or visit lapses and determine if this has resulted in the patient being out of medications between visits. (3) Determine if the patient has been referred to, or has ever had an appointment with, one of the BFC specialty clinics which would also satisfy health maintenance benchmarks (vision/retinal exams, podiatry, etc.).

To address the opioid crisis, the member will assess intake screening tools for patient use of opiates and interest in overdose prevention education and Narcan and can assist our staff in helping patients receive Narcan on site. Members will also develop patient education and promotional materials on overdose prevention for our waiting room and for distribution. Additionally, members will assess social needs assessments and make referrals to the Connections4Health on site social service help desk and insurance navigators as needed.

To help improve patient's nutrition with the goal of reducing chronic disease, the member will assess patients' interest meeting with our registered dietician and nurse educator and facilitate appointments for these one-on-one counseling sessions.

- Clearly describe this position's recurring access to vulnerable populations as outlined in 45 CFR §2510.20 https://www.nationalservice.gov/sites/default/files/documents/fy13_12_1005_48.pdf

Over half of the member's time will be spent at our Birmingham Free Clinic, thereby assuring regular, direct access and engagement with vulnerable populations. As stated above, this is a primary role of our member and will translate to hundreds of direct patient encounters during their service year.

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PROGRAM, PROJECT, OR INITIATIVE NAME (INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)	MEMBER ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the member will be responsible for, for each program/project listed)	MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)	NHC PERFORMANCE MEASURES (PMs) THIS ACTIVITY FALLS UNDER <i>(if any)</i> . (List all relevant PMs.)
<p><i>Example:</i></p> <p>Nutrition Education Program (60% of time)</p> <p>Diabetes Self-Management Program (30% of time)</p>	<p><i>Example:</i></p> <ul style="list-style-type: none"> • Member will recruit students for classes on basic nutrition • Member will update an existing nutrition curriculum to teach to students • Member will handle all logistics for nutrition classes • Member will teach the nutrition class 	<p><i>Example:</i></p> <p>The member will teach 15 classes reaching 150 youth</p> <p>The member will create 2 curricula</p>	
<p>Health and Social Services Referrals/Case Management (15%)</p>	<ul style="list-style-type: none"> • Member will assess each patient's case as per the patient's history and progress notes, as well as work with the clinic providers to facilitate referrals for on and off-site preventive, screening and other primary and specialty care services, as well as insurance navigation and other social and medical services. 	<p>Member will facilitate referrals for 20 patients for medical and social services care both on and off-site.</p>	<p>Increase adult and seniors' ability to remain in their homes with same or improved quality of health.</p>

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	<ul style="list-style-type: none"> Member will provide patients with detailed information on how to obtain services and/or assist patients in connecting to these services by making appointments for patients, completing paperwork and other administrative tasks as needed to assure patients will be connected to these services. 		
<p>Screening patients for interest in, and enrolling in, one-on-one sessions with registered dietician and nurse educator. (15%)</p>	<ul style="list-style-type: none"> Members will assess patient chronic disease state of patients and assess for interest in meeting with a registered dietician or nurse educator to learn more about their disease and discuss options for improved physical activity and/or nutrition. 	<p>Members will assess 50 patients for interest in meeting with a RD or nurse educator.</p> <p>Members will facilitate appointment with RD or nurse educator for 20 patients.</p>	<p>Increase physical activity and improve nutrition to reduce chronic conditions.</p>
<p>Assess opiate use and social service needs patient screening tools for interventions. (20%)</p>	<ul style="list-style-type: none"> Members will assess patient answers on screening tools for opiate use and interest in Narcan. Members will facilitate dispensing of Narcan for interested patients and their family members and document in the EMR. Members will facilitate referral to needle exchange programs and overdose prevention education as needed. 	<p>Member will assess screening tools for up to at least 75 patients during their service year and facilitate requested referrals.</p>	<p>Addressing the opioid crisis.</p>

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	<ul style="list-style-type: none"> • Members will assess patient answers on screening tools for social service needs. • Members will facilitate referral to the Connections4Health social service help desk and/or insurance navigators. 		
<p>Patient Assistance Program (PAP) Facilitation (30%)</p>	<ul style="list-style-type: none"> • Assist Birmingham Clinic pharmacists in assessing patients' eligibility for PAPs. • Enroll new and returning patients in PAPs and document progress and outcomes in a designated spreadsheet. • Facilitate annual re-enrollment in PAPs as well as monthly refill enrollment for all eligible patients in a timely manner. • Label and stock received medications for transport to clinic. • Keep all electronic and paper files related to PAPs in order and utilize the clinic's inventory and PAP monitoring database/system of RxMagic. • Update AmeriCorps members' PAP How-to Guide before the end of the service year and as any changes are made throughout the service year. 	<p>Member will enroll 30 new patients in PAP programs.</p> <p>Member will facilitate 65 refill/re-orders for patients in PAP programs.</p>	<p>Increase adult and seniors' ability to remain in their homes with same or improved quality of health.</p>
<p>Benefits Counseling/Insurance Navigation (20%)</p>	<ul style="list-style-type: none"> • Member will encourage patients to apply for Medicaid and/or other public insurance benefits when appropriate. • Member will educate themselves on any updates or changes to the Medicaid eligibility or application process from the 	<p>Member will engage 20 patients on assessing their interest in learning about their eligibility Medicaid or other public insurance program, connect them with navigator services, and</p>	<p>Increase adult and seniors' ability to remain in their homes with same or improved quality of health.</p>

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	<p>State and update patient educational materials and applications as appropriate throughout the service term.</p> <ul style="list-style-type: none"> • Member will work with community partners insurance navigation agencies to secure their on-site insurance navigator schedule, update clinic posters, brochures and other promotional materials (in English and Spanish) and make direct referrals for patients to these navigator services. • Members will make and track direct referrals to on-site and off-site navigator services in the electronic medical record for those patients. 	<p>document these activities.</p>	
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SITE ORIENTATION AND TRAINING

<ul style="list-style-type: none"> • Briefly describe the orientation process at the site for members 	<p>Members receive very detailed and one-on-one training from the Clinical Director/Mentor and other clinic staffs. The first week of orientation includes significant time at the PHCUP Administrative offices going over policies and procedures of both the PHCUP and the hospital in which the program offices are housed, including a tour, introductions to key staff and other individuals, initiation of email, electronic medical record account and ID badge, and going through the member’s orientation binder, etc. The member will then spend 1-2 days at an in-service training at our Birmingham Clinic, learning policy, procedures and how the clinic functions as well as training to learn health screening techniques. This will be conducted by our nurse and medical assistant. The Clinical Director/Mentor will then work one-on-one with members at the clinic, during active clinic times, to facilitate remaining, on-site/active clinic training, until the member feels comfortable in their role. These processes generally take 3-4 weeks overall.</p>
<ul style="list-style-type: none"> • Identify the professional, personal, or service-related member development activities and training that a member might engage in during and in addition to their service with your site. 	

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The member will attend bi-weekly staff meetings with all clinic staff. Members are also invited to participate in a bi-weekly Global Health and Underserved Populations' journal club seminar, as well as a variety of trainings and lectures that the PHCUP supports the member in attending. The member will be encouraged to shadow our physicians or other health professionals in other settings if they are interested in those fields. Additionally, the member will undergo formal training in our electronic medical record system, as well as be encouraged to attend talks and lectures across disciplines on a variety of medical and public health topics, such as from the Graduate School of Public Health, Pennsylvania Health Access Network, and the Mid-Atlantic AIDS Education and Training Center, to name a few. If possible, we will also send members to the Free Clinic Association of Pennsylvania annual conference.

SITE MEMBER QUALIFICATIONS

- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).

Strong interest in underserved populations, topics of health policy, poverty and health disparities, and ongoing curiosity about learning more on these topics and challenging one's internal biases and pre-conceived notions. Outgoing, empathetic, problem-solving, positive attitude, and solution-oriented. Attention to detail, organized, and ability to plan. Having self-driven initiative and possessing compassion are vital, as are ability to take direction and re-direction with interest and willingness to learn. Member must be able work independently, have good organizational skills, think critically, multi-task and work very well as part of a team – listening to other's ideas and learning and taking direction from senior and other staff members. Look to see what needs done, rather than waiting to be told what to do, and following through on tasks as well as being accountable. Member must also be comfortable engaging with a patient population that represents a very wide diversity of socio-economic demographics, lifestyles, races, ethnicities, genders, orientations and backgrounds.

- Please list the minimum qualifications, training, or experience required to be successful in the position).

College graduate with a special and passionate interest in health care, public health, health advocacy and service to diverse and underserved/uninsured patient populations. Spanish language proficiency /fluency is strongly preferred for at least one of our two

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members, but not required for both. Well organized with good attention to detail and follow-through with tasks. Members should be open to participating in all aspects of health and social service care, referrals and case management activities for our patient population. Skilled in Microsoft Office software (primarily Word, Excel and PowerPoint, Outlook). Strong computer and phone skills overall. Will be working with patients in person and on the phone; customer service excellent a plus.

- Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).

Excellent phone and person-to-person skills and ability to disseminate information and problem solve. Ability to adhere to a flexible schedule to accommodate weekend and evening clinic times is required. Previous customer service experience helpful, but not required; volunteer or other work in a medical setting; fluency in Spanish-language preferred (see above – it is not required for both members we will accept). A willingness to learn and immerse oneself in our work is important, as is patience – we cannot solve all problems, but having patience and knowing that ALL aspects of the member’s service DO impact our ability to provide the best service to our patients is vital!

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 exits their term of service early 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 exits early in the first week (or first ½) of a pay period receives ½ a stipend; a member who exits early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early (i.e. not completing 46-weeks of service AND a minimum of 1,700 hours) 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.

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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.** A 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 (46 weeks and a minimum of 1,700 hours), the member will receive an Education Award. The member understands that they 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

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

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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.

EVALUATION AND REPORTING

All NHC members are given a written performance review by their host site supervisor and NHC Program Director at the mid-term and end of their term of service. Performance reviews are 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 appeal to their Program Director according to the grievance procedure outlined in the Member Handbook.

NHC members will be evaluated according to the following criteria:

- a. Whether the member has satisfactorily completed service assignments, tasks and/or projects;
- b. Whether the member has met any other NHC expectations which have been clearly communicated orally and/or in writing throughout the service term;
- c. The member's ability to establish and maintain positive interpersonal relationships;
- d. Whether the member has completed or is on track to complete the required number of hours outlined in their member contract.

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-amicorps-members>

AMERICORPS BRANDING AND MESSAGING

For guidance on AmeriCorps branding and messaging, please refer to the below link:

<https://www.nationalservice.gov/sites/default/files/documents/AmeriCorpsSeniorCorpsBrandingGuidance2017.pdf>

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NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION

- Provide the name, job title, and contact information of the member's NHC Director. (to be filled out by NHC)

- Provide the name, job, title and contact information of the members' host site supervisor

- Mary Herbert, MS, MPH
Clinical Director
herbertmi@upmc.edu

412-692-4901

- Irving Torres
NHC Pittsburgh Program Director
irving.torres@alleghenycounty.us

Host Site Assurances

By signing below the Host Site is confirming the following:

- The position description activities do not put member(s) at risk for exceeding the limitations on allowable fundraising activities as outlined in requirements of 45 CFR §§ 2520.40-.45? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- The position description activities do not violate the AmeriCorps supplementation restrictions as outlined in requirements of §2540.100 accessed via http://www.ecfr.gov/cgibin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- The member will receive no more 20% of the aggregate total of service hours designated as training as outlined in requirements of 45 CFR §2520.50? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

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- The member position activities follow the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). http://www.ecfr.gov/cgi-bin/text-idx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- The member will not engage in AmeriCorps prohibited activities as outlined in 45 CFR §2520.65? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

By signing below, you acknowledge that you have read and understand the contents of this position description

Host Site Supervisor Full Name (Print): Mary Herbert, MPH, MS

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 Operating Site Director:

NHC Operating Site Director Full Name (Print):

NHC Operating Site Director Signature:

Date: