



NHC Member Position Description 2020-2021



HEALTH FEDERATION
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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: Center for Opioid Recovery Community Coordinator

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.

UPMC Mercy Health Center
1515 Locust St.
Pittsburgh, PA 15219

UPMC Montefiore Hospital
9th Floor, South Wing
200 Lothrop Street
Pittsburgh, PA 15213

ORGANIZATION DESCRIPTION & MISSION

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

UPMC's mission is to serve our community by providing outstanding patient care and to shape tomorrow's health system through clinical and technological innovation, research, and education.

The Center for Opioid Recovery specializes in helping patients achieve recovery by utilizing medications for the treatment of opioid use disorder as well as ongoing behavioral counseling and social support.

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 will be a key touchpoint in building linkage relationships between the Center for Opioid Recovery and community services, those community services and patients, and staff and community services through education and engagement. The member will recruit new community services as partners, will partner with existing community relationships to broaden services offered to patients, and will improve warm-handoffs to services through additional capacity.

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.

SITE CONSIDERATIONS

Is your site accessible via public transportation (if yes, what line/route)?: Yes, the Montefiore site is available by the following bus lines: 28X, 54, 61ABCD, 67, 69, 71ABCD, 75. The MERCY SITE IS SERVED BY THE SAME BUSES, BUT THE 75 DOES NOT SERVICE THE MERCY SITE DIRECTLY.

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Does this position require the use of a personal vehicle? No.

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.

It is the policy of UPMC that personal appearance reflects overall cleanliness, good grooming and hygiene, and professional identity. A professional appearance must be maintained at all times. Clothing must be clean, neat, and odor free and appropriate undergarments are to be worn. The UPMC photo identification badge must be worn above the waist, with name and other preprinted information visible at all times during working hours. No unauthorized attachments are to be placed on the identification badge. Further, in patient care or treatment areas (defined in Policy HS-HR0717 Solicitation and Distribution, Section IV.B.), no devices may be worn on your uniform which are identified with, bear the insignia of or bear a slogan associated with any outside entity. A fee may be assessed for ID Badge replacement.

UPMC leadership reserves the right to make a decision about whether or not a staff member's dress and appearance is appropriate.

A. Tattoos and Piercings

1. UPMC leadership reserves the right to make a decision about whether or not a staff member's visible tattoo or facial/oral jewelry is appropriate. B. Guidelines for Staff Members without Uniform Requirements

1. Acceptable personal appearance is an ongoing requirement of employment.

Examples of professional, business attire are:

Men	Women
Suits	Suits
Dress shirts with tie	Dress blouse
Dress slacks	Dress slacks
Sports Coat	Blazer, sweater
Dress shoes	Dress shoes, dress open toe shoes, dress sandals (no flip flops/ beach-type sandals)
	Dresses, skirts (appropriate length for business and professional environment)

2. At its discretion, each Business Unit may allow staff members to dress in business casual attire. On these occasions, staff members are still expected to present a neat appearance. Examples of appropriate business casual attire includes: - Slacks - Collared shirts (with or without tie) - Sports coats - Blazers - Sweaters - Skirts - Dresses - Hard soled shoes 3. Colored or decorative sweatshirts (including hoodies), shirts, sweaters or denim jeans/skirts may be worn on special holidays or occasions whenever permission is given from individual Business Units. 4. Hair should be neat, clean. Hair color is at the discretion of management. 5. Pants and blouses should be worn in such a way as to prevent undergarments from showing. 6. Beards and mustaches should be short, clean and well groomed. 7. Wearing excessive jewelry, pins, buttons, and other adornments is not appropriate. 8. Presenting at work smelling of smoke is not permitted. 9. Wearing excessive cologne or fresheners is not appropriate. 10. Nails should be well groomed.

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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.

The member will work traditional business hours, Monday through Friday, 8:30am to 5pm, with the flexibility to work some evening hours as the Center for Opioid Recovery Bridge Clinic opens. The member will be expected to work 40 hours a week and could use extended clinic hours for the Bridge Clinic to make up any missed time from prior weeks.

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).

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- 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

The member will work with the Center for Opioid Recovery (COR) in support of community connections, warm-handoffs of care, and as a linkage coordinator for COR with area aligned organizations. In the process, the member will directly coordinate a linkage initiative to develop new relationships between COR and area organizations. The member's role will be to begin the initiative by mapping the available organizations that can support the population served at COR, connect with the organizations about partnership, and begin to foster partnerships through referrals of patients and service connections. The member will then use the resource database built from the initiative to directly support patient connection to services; the member will collaborate with staff in COR, including nursing and social work, and will work one-on-one with patients to best understand the needs of the population.

The member will be providing direct capacity-building services for persons impacted by the opioid crisis by improving access to healthcare and healthcare adjacent services through the community linkage program described above.

PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE	MEMBER OUTPUTS (How many classes, workshops, clients,	NHC PERFORMANCE MEASURES (PMs) THIS ACTIVITY FALLS UNDER (<i>if any</i>).
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(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)	(List the key activities the member will be responsible for, for each program/project listed)	patients etc. will the member conduct/serve under each activity)	(List all relevant PMs.)
<p>Example:</p> <p>Nutrition Education Program (60% of time)</p> <p>Diabetes Self-Management Program (30% of time)</p>	<p>Example:</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>Example:</p> <p>The member will teach 15 classes reaching 150 youth</p> <p>The member will create 2 curricula</p>	
<p>Community Linkage Program (60% of the time)</p>	<ul style="list-style-type: none"> - Recruit new community service partners in areas of need (education, housing, employment, transportation) - Member will document existing relationships in the community and services offered along with capacity for services - Member will educate staff about existing relationships and new relationships through an organized education forum and consistent documentation standard 	<p>Member will create a databank of community resources with contacts, services offered, and capacity to serve.</p>	<p>H10, H11, H12</p> <p>O5, O11</p>
<p>Center for Opioid Recovery Warm Handoff (20% of the time)</p>	<ul style="list-style-type: none"> - Member will add to existing case management activities for patients by engaging in collection of patient intake information - Member will assist in facilitating warm-handoffs to non-healthcare community agencies through above-mentioned linkage program 	<p>Member will participate in warm-hand offs with patients at least two half-day clinics each week in Center for Opioid Recovery</p>	<p>H10, H11, H12</p> <p>O5, O11</p>

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Bridge Clinic (20% of the time)	<ul style="list-style-type: none"> - Participate in patient orientation to the program - Develop quick-references for linkage services to provide to patients who use bridge clinic services 	<p>Member will serve in patient orientation capacity for at least one (1) bridge clinic session weekly</p> <p>Member will produce patient-facing linkage materials for bridge clinic patients</p>	<p>H10, H11, H12</p> <p>O5, O11</p>
SITE ORIENTATION AND TRAINING			
<ul style="list-style-type: none"> ● Briefly describe the orientation process at the site for members <p>Members will be oriented through the UPMC orientation and additionally to their clinic at the Center for Opioid Recovery. The COR orientation will include a day of orientation to the physical facility, role expectations, and other team members. The member will then be oriented through a shadowing experience with the different roles in the clinic, not including the physician. This will introduce the member to the role of the nursing, social worker, and peer navigator.</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. <p>The member will be exposed to ongoing education about the Center for Opioid Recovery population, participate in monthly Addiction Medicine Grand Rounds, attend local quarterly educational meetings, and be exposed to the important program evaluation work that occurs with the Allegheny County Health Department, PA Department of Health, and the University of Pittsburgh Program Evaluation and Research Unit (PERU).</p>			
SITE MEMBER QUALIFICATIONS			

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- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children). The ideal member should be comfortable establishing new relationships, organized in processing data, and enjoy working daily with people of many different backgrounds.
- Please list the minimum qualifications, training, or experience required to be successful in the position). The member should have basic knowledge of Microsoft Excel and Word, be proficient in written and oral communication, and a strong researcher who is comfortable using the telephone for outreach.
- Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills). The member should be exceptionally comfortable in communication skills, both in writing and speaking. The member should also have comfort in communicating over the phone, especially in the outreach aspects of the position. The member should also have comfort in a dynamic work environment and be comfortable working independently when off-site with community partners.

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

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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.

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-ameri-corps-members>

AMERICORPS BRANDING AND MESSAGING

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

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

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
 - Tim Brodkorb, Drug and Alcohol Counselor, Center for Opioid Recovery
 - 412.737.7871, brodkorbta2@upmc.edu
 - Irving Torres, NHC Pittsburgh Program Director
 - 412.578.2314, 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/cgiabin/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):

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: