



NHC Member Position Description 2020-2021



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:** Maternal Child Health Care Coordinator

AMERICORPS PROGRAM

Program: National Health Corps
NHC City: Pittsburgh

HOST SITE NAME & LOCATION

Shadyside Family Health Center
5215 Centre Avenue
Pittsburgh, PA 15232

ORGANIZATION DESCRIPTION & MISSION

UPMC Shadyside Family Health Center (SHY FHC) is an urban health center that has more than 27, 000 patient visits per year. SHY FHC provides medical care for people of all ages, from infant care to maternity care to seniors. Since 1970, SHY FHC has been the hub of the Shadyside Family Medicine Residency Program, educating doctors to become specialists in family care. SHY FHC operates to fulfill the mission of UPMC. 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.

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MEMBER POSITION PURPOSE

The MCH Coordinator will improve the health of mothers and women of childbearing age by providing case management services to them and their families. As an integral member of the team, the NHC member will collaborate with physicians and staff to identify high risk women to optimize their health prior to getting pregnant and provide education and counseling at well child and maternity or well woman care visits. The MCH Coordinator will focus on several important risk factors linked to adverse birth outcomes including smoking, depression, family planning, and multivitamin use in addition to other social determinants of health that may put mothers at risk.

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 – 71A, 71C, 71D, 82, 86

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.

General commuting costs are not reimbursed. Travel expenses related to bi-annual IMPLICIT Network meetings will be fully reimbursed.

Organization dress code: Business casual and no open-toe shoes in patient care areas.

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.
Monday – Friday 8:30AM-5PM, although flexibility is permitted.

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- How many hours of meaningful service do you anticipate the member serving weekly? (please select hours expectation between 36-40 hours)
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.

In addition to normal hours, the NHC member would be expected to be available on certain evenings for centering visits and OB classes. Depending on the time of day the WCVs present to SHY FHC, the NHC member would have the flexibility to accommodate their schedule according to when the visits occur for the day. Additionally, the NHC member would be encouraged to attend bi-annual IMPLICIT meetings.

MEMBER ROLE/DESCRIPTION OF DUTIES:

Rates of prematurity and maternal mortality are rising across the United States. The preterm birth rate among black women is 49% higher and black women are 2.5 times more likely to die in childbirth as compared to white women. Research demonstrates that access to prenatal care is not sufficient in reducing the rates of preterm birth or maternal mortality. Therefore, many health care systems have turned to innovative models to improve women's health, and in turn improve maternal health.

The SHY FHC has been successful in implementing an innovative model of interconception care known as IMPLICIT ICC. The IMPLICIT ICC model was developed by the IMPLICIT (Interventions to Minimize Preterm and Low birth weight Infants using Continuous Improvement Techniques) Network, a perinatal family medicine quality improvement collaborative focused on improving the health of women. IMPLICIT ICC focuses on screening mothers during the child's well child visit (WCV) for four evidence-based risk factors linked to poor birth outcomes. During the WCV providers screen for smoking, depression, family planning, and multivitamin with folic acid use and provide interventions to the mothers as necessary. By identifying and modifying these risks in the interconception period, doctors hope to improve family health and reduce prematurity and low birth weight in future pregnancies.

Between January 2015 and December 2019, the SHY FHC has had the opportunity to follow the mothers of 665 children at more than 2000 WCVs. The mothers who bring their babies to the office at the SHY FHC are the same women who are at risk for unintended pregnancy and pre-term birth – 64.9% of mothers are on medical assistance, 59.4% identify as Black or African American, 44.1% of moms have a high school degree or equivalent (GED) or less. During the IMPLICIT ICC screenings, 21.0% of mothers reported smoking, 13.8% of mothers were

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identified as being at-risk for depression, 44.4% of mothers reported not to be using contraception, and 61.7% reported not to be taking a multivitamin with folic acid.

The UPMC Shadyside Maternal Child Health Coordinator will have the opportunity to improve maternal and family health by assisting with positive behavior change in the interconception care period. The MCH Coordinator will focus on several important risk factors linked to adverse birth outcomes including but not limited to, smoking, depression, family planning, and multivitamin use with folic acid. The MCH Coordinator will meet with during their baby's WCVs, at third trimester visits, and during primary care visits.

- **Interconception Care:** The MCH Coordinator will provide direct service to women with identified risks: to counsel women on tobacco cessation with assessing their readiness to quit or reduce their smoking, to provide contraception counseling and assisting with access and identifying barriers as well as providing birth spacing education, to identify all women with high PHQ-9 depression screen scores and determine/overcome barriers to getting depression care, to provide education and identify/overcome barriers and educate women who are not taking multivitamins. There is also the opportunity to develop ways to link high risk women with community organizations to further improve their health.
- **Prenatal Care:** The NHC member will assist in providing health education to pregnant women by engaging with moms at 3rd trimester visits and will collaborate with physicians to assist with Centering Pregnancy (group prenatal visits) and initiatives.
- **Women's Health Efforts:** To reach more women and provide health education to individuals in need, the MHC Coordinator will also host bi-annual awareness days and attend and participate in community events, such as health fairs, when possible. The MHC coordinator will also assist with the Women's Health quality improvement resident projects, as needed. To improve contraception compliance to prevent unintended pregnancies, the NHC member will make Depo-Provera reminder calls to women who are due or overdue for subsequent injections.

This position will not duplicate and/or displace existing staff, volunteers or interns' duties at site.

The member position activities follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). The members in this position will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65. The members in this position will receive no more training than 20 percent of the aggregate of the total member service hours as outlined in requirements of 45 CFR §2520.50. The member position description activities do not put members at risk for exceeding the limitations on allowable fundraising activity as outlined in requirements of 45 CFR §§ 2520.40-45.

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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 (if any). (List all relevant PMs.)
<p>Interconception Care Efforts (65%)</p> <ul style="list-style-type: none"> • Meet with all mothers that present to WCVs (25%) • Individual patient consults and outreach (25%) • Document in person encounters and collaborate with providers and staff on care plans for mothers (10%) • Prenatal classes and Centering group visits (5%) 	<p>Member will identify mothers who are still smoking, are at risk for depression, are not using contraception, are not taking a multivitamin with folic acid and maintain a registry, and all positive screens for social determinants of health</p> <p>Member will meet with mothers to counsel women on the importance of smoking cessation, depression management, inter-pregnancy interval and the need for contraception, the importance of taking multivitamins with folic acid, and other issues as appropriate</p> <p>Member will develop relationships with community organizations to improve maternal and child health</p>	<p>Member will meet and counsel 50% of eligible visits weekly</p> <p>Member will review 100% of moms on active list and provide case management as needed</p> <p>Member will provide follow-up for 100% of moms who screened positive for risk factors</p>	<p>Health Education (#1)</p> <p>Capacity Building (#12)</p> <p>Social Service Navigation (#4)</p>
<p>Prenatal care efforts (20%)</p> <ul style="list-style-type: none"> • Meet with 3rd trimester mothers (10%) • Prenatal classes and Centering group visits (10%) 	<p>Member will meet with 3rd trimester mothers to create relationships with high risk women</p> <p>Member will recruit women through relationship building during in-person and phone interactions with patients they are counseling</p>	<p>Member will meet and counsel 100% of 3rd trimester mothers</p> <p>Member will attend and assist with 10+ centering visits</p>	<p>Health Education (#1)</p> <p>Capacity Building (#12)</p> <p>Health Care Service Enrollment & Scheduling (#7)</p>

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		Member will provide interconception care to 100% of centering patients	
<p>Women’s Health Outreach Efforts (15%)</p> <ul style="list-style-type: none"> • Attend Women’s Health LOPIR Meetings (5%) • Maternal Child Health Awareness Events (5%) • Depo-Provera Reminders (5%) 	<p>Member will attend bi-monthly Women’s Health LOPIR meetings</p> <p>Member will attend/participate in community health awareness events; will host biannual awareness days</p> <p>Member will contact Depo-Provera patients to increase compliance and address barriers to receiving Depo</p>	<p>Member will reach 25 individuals through each awareness day</p> <p>Member will reach 50 individuals by attending community health awareness events</p> <p>Member will review 100% of patients on the Depo Provera active list and attempt to contact 100% of women that are due or overdue</p>	<p>Health Education (#1)</p> <p>Health Care Service Enrollment & Scheduling (#7)</p> <p>Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs (#3)</p>
SITE ORIENTATION AND TRAINING			
<ul style="list-style-type: none"> • Orientation process at the site for members: The MCH Coordinator would attend UPMC volunteer training to become familiar with HIPPA, UPMC policies, EPIC electronic medical record, and other systems. After completing volunteer training, the NHC member will complete IMPLICIT ICC Training and attend clinical trainings with Dr. Schlar. • Professional, personal, or service-related member development activities and training that a member might engage in during and in addition to his or her service: The MCH Coordinator may attend UPMC trainings relevant to the position, such as motivational interviewing training and a week-long observership in health coaching, and/or IMPLICIT Network activities, such as didactic and conversational webinars and in-person meetings. 			

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SITE MEMBER QUALIFICATIONS

- Traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children): The ideal Maternal and Child Health Coordinator would be motivated, personable, independent, passionate, dependable, detail oriented, and analytical. This individual would need to be able to work independently as well as part of a team. Additionally, this individual would need to be able to multi-task in a variety of ongoing initiatives.
- Minimum qualifications, training, or experience required to be successful in the position): The best candidate would be interested in a health care career and have at least a college degree. The Maternal and Child Health Coordinator should also have basic Microsoft Office training and skills. The member should be comfortable conducting group presentations.
- Skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills): The ideal Maternal and Child Health Coordinator would need to possess strong communication and customer service skills. The NHC member would need to communicate with site mentors, other team members, and patients. Advanced education or training in health promotion/disease prevention would be a plus. Experience with data analysis using Excel, or similar, is helpful.

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 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.
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

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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 (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

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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>

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)

Kayla Warren
ICC Project Coordinator
dysonk@upmc.edu
(412) 623-7922

Irving Torres
NHC Pittsburgh Program Director
Irving.torres@allegHENYcounty.us

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412-578-2314

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/cgi-bin/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
- 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:

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NHC Operating Site Director Full Name (Print):

NHC Operating Site Director Signature:

Date: