



NHC Member Position Description AMR21

Member Position

Care Coordinator

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

THE PLAYERS Center for Child Health at Wolfson Children's Hospital

Address: 3563 Philips Highway, Bldg. E, Suite 502

Jacksonville, FL 32207

Organization Description & Mission

Wolfson Children's Hospital is a part of Baptist Health, the region's most comprehensive healthcare provider. Baptist Health's circle of care includes five nationally accredited hospitals and more than 70 primary care and specialty offices, as well as home health, rehabilitation and urgent care. THE PLAYERS Center for Child Health was founded in 2011 to improve the health, wellness and quality of life of the families living within the communities we serve. The Center also represents the interests of medically underserved children at the local, state and national government levels. The mission of Wolfson children's hospital is to promote optimal health for the region's infants and children by providing patient-and family-centered care, education, research and child advocacy.

Member Position Purpose

As a children's hospital, access to care and primary care are essential to good child health. We are committed to identifying the uninsured and assisting with Children's Health Insurance Program (CHIP) enrollment. A National Health Corps Florida AmeriCorps member can help address this huge community need by increasing access to care and increasing capacity. The member will identify community agencies that can serve as a referral partner for the uninsured population. The member will be trained to serve with families that need assistance with applications including follow-up. The member will be also be trained to provide children and families with safety, hygiene and nutritional education

NHC Member Position Description AMR21

Member Term of Service

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

Is the site accessible via public transportation (if yes, what line/route)?: Yes- JTA bust stop at the office park- L9 and L7

Does this position require a personal vehicle? Yes

How will your organization reimburse the member for transportation costs? Mileage at .575/mile. Mileage submitted once a month. Reimbursement takes about two weeks.

Organization dress code: Business casual as well as provided polo when teaching and shirt for car seat inspection. When teaching, member will also be required to wear khaki pants (not provided). Specific Baptist Health dress code will be provided during site orientation.

Expected Service Time

Monday-Friday, 8:30am-5:00pm, some evening and weekends as needed Wolfson Children's Hospital does not have holidays where we are closed. We have many opportunities where the member can make up time off. There are various health fairs and community networking events that are on the weekends and after 5:00 during the week.

Member Role & Description of Duties

It is estimated that more than 24,400 children that live in the five county service area of Wolfson Children's Hospital are uninsured. This statistic is alarming, and we'd like to see it change. As a children's hospital, we believe that access to care, and primary care, are essential to good health. We are committed to identifying the uninsured and assisting with Children's Health Insurance Program (CHIP) enrollment. A National Health Corps Florida AmeriCorps member can help address this huge community need by increasing access to care and increasing capacity. The member identifies community agencies that can serve as a referral partner for the uninsured population. The member will also be trained to serve with families that need assistance with applications including follow-up.

NHC Member Position Description AMR21

While a majority of the member's time will be spent in application assistance, the member will also provide health education in a community based setting. As the lead agency for Safe Kids of Northeast Florida, the member will have the opportunity to provide valuable unintentional injury prevention education at community fairs. We also have developmentally and age appropriate education programs that address hygiene, healthy eating, and taking care of systems of the body.

This role aligns directly with NHC's mission by providing opportunities for the member to provide health and wellness services to those that need it most. Enrolling families in health insurance is a key function of public benefits enrollment, and the developmentally appropriate programs are health education opportunities. The member's specific role will be to provide application assistance to families that are in need of health insurance. The member will receive referrals from self-pay report via emergency department. In addition to member will receive referrals from the St. Vincent's Mobile outreach unit and other agencies. Upon receiving the referrals the member will call upon families to see if assistance is needed to help with health insurance enrollment. The member will enter all data into three tracking systems, Wilma, CKC and Apricot.

The member will participate in community health events, providing valuable unintentional injury prevention education, including, water safety, home safety, and bike/pedestrian safety. Member will prepare report including number of people educated, and pre and post data. The member will participate with Child Passenger Safety inspection stations by assisting families with registration documentation. The member will participate in community education. Member will facilitate established developmentally and age appropriate curriculum in pre-scheduled classroom and community on nutrition, hygiene, and sexually transmitted infection prevention. The NHC member will attend community meetings to build potential partners and educating community about THE PLAYERS Center for Child Health.

The member will not displace state of public funds through their service and will not exceed the 20% maximum for training hours according the AmeriCorps regulations. This position was designed especially for a NHC member. The member would not engage in: fundraising; activities attempting to influence legislation; organizing or engaging in protests, petitions, boycotts, or strikes; assisting, promoting, or deterring union organizing; impairing existing contracts for services or collective bargaining agreements; engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office; participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials; engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization; providing a direct benefit to a business organized for profit, a labor union, a partisan political organization, a nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative and an organization engaged in the religious activities described in paragraph (g) of this section, unless Corporation assistance is not used to support religious activities; Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive; Providing abortion services or referrals for receipt of such services and such other activities as the Corporation may prohibit.

NHC Member Position Description AMR21

PROGRAM, PROJECT, OR INITIATIVE NAME <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	MEMBER ACTIVITIES AND PURPOSE OF SERVICE <i>(List the key activities the member will be responsible for, for each program/project listed)</i>	MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any)</i> .
70% - Emergency Room CHIP (Florida KidCare) Phone calls, Education and Enrollment	<p>Member will follow up with patients that were listed as “self-pay” when they visited the emergency room (ER). Member will call the patients and ask them if they need help applying for Florida KidCare or Medicaid. If needed, the member will set up an appointment with them to help them apply. The member will enter in one of our databases that the call was made. The member will also make a note regarding the conversation with the patient. The member will work with the referred patients or families to complete KidCare application process.</p> <p>Member will monitor all applications completed via data system to resolve any application barriers for assisted families</p> <p>Member will use KidCare training presentation to update established partner agencies on the best practices to identify families eligible for KidCare</p>	<p>Member will meet with KidCare team and attend events to promote access to care</p> <p>Member will successfully enroll 200 clients with the KidCare application process</p> <p>Member will make at least 50 emergency room follow-up calls a week.</p> <p>Member will facilitate with ten partner agencies on KidCare education and referrals</p>	Capacity Building
15% - Safe Kids Prevention	Member will attend meetings focused on child injury prevention topics such as drowning prevention, youth mental health, school health advisory and car seat safety.	Member will participate in 10 community events providing prevention education	N/A

NHC Member Position Description AMR21

	<p>Member will participate in community health events, providing valuable unintentional injury prevention education, including, water safety, home safety, and bike/pedestrian safety. Member will prepare report including number of people educated, and pre and post data</p> <p>Member will participate with Child Passenger Safety inspection stations by assisting families with registration documentation.</p> <p>Member will provide education to parents and families on injury prevention and ensuring that children stay safe while riding in vehicles. Member will inform parents about specific techniques and practices to guarantee child safety in family vehicles.</p>	<p>Member will participate weekly in Child Passenger Safety Inspection stations, assisting families with registration and installations at each station</p>	
<p>15% - Community Education</p>	<p>Member will facilitate established developmentally and age appropriate curriculum in pre-scheduled classroom and community based settings programs include:</p> <ul style="list-style-type: none"> ▪ -Germaine the Germ Thing (hand washing) ▪ -Mission Nutrition (portion sizes, food labeling) ▪ -Body Safari (systems of the body) ▪ -I Can Eat a Rainbow (importance of fruits and vegetables in diet) ▪ -Teddy Bear Clinic (kids going to the primary care physician) ▪ -Condom Demonstration for High school and middle school students 	<p>Member will teach 15 classes of approximately 25 children each over the course of the service term</p>	<p>Physical Activity/ Nutrition</p>

NHC Member Position Description AMR21

Site Orientation and Training

At THE PLAYERS Center the member will meet with each of our team leads in the office. The member will shadow each of the team leads for one day to understand their role at The PLAYERS Center for Child Health. The member will have a few trainings in the beginning of their service term, KidCare 101, DCF trainings, WILMA, CKC and Apricot training. If training is available, one member may attend a Car Seat Technician class, if available. There will be an opportunity for the members to take a Youth Mental Health First Aid training.

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 not taxable, and taxes will be deducted directly from the living allowance.
 - b. The living allowance is not a wage. It is intended to provide for expenses a member incurs while actively serving and is not linked to the number of hours a member serves. A member who completes his/her term of service early or will receive the portion of the living allowance that would be provided for that period of participation under the program's living allowance distribution policy (a member who leaves in the first week (or first ½) of a pay period receives ½ a stipend; a member who leaves early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early will not be eligible for the remaining amount of their living allowance, either in "lump sum" or incremental payments. A member may not receive a living allowance if they are suspended by the program.
2. **Health Insurance.** If a full-time member is not currently covered by a health insurance program or loses coverage due to participation in the Program, they are eligible to receive limited health insurance through the program where they serve. Insurance coverage for full-time members begins after mandatory documentation is received and processed. Member insurance coverage does not cover family members and dependents.
3. **Child Care.** Child care subsidy, paid directly to the child care provider by a CNCS benefits administrator, GAP Solutions, is available to members who qualify. GAP Solutions distributes this allowance evenly over the term of service on a monthly basis. Members are responsible for locating their own child care providers. The amount of the child care subsidy that the member may be eligible for varies by state and may not cover the full cost of child care.
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.

NHC Member Position Description AMR21

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 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.

Site Member Qualifications

NHC Member Position Description AMR21

Member needs to be outgoing and good with very diverse personality types. Member also needs to be able to serve in a fast-paced environment and be well organized. Member should have good customer service and telephone skills. Member should also have basic computer knowledge such as Word and Excel. Knowledge of electronic health records will also be very helpful. Any medical or clinical experience is a big benefit as well as being able to speak Spanish.

Evaluation and Reporting

All NHC members will be given a written performance review by both their host site supervisor and NHC Program Director at the mid-term and end of their term of service. 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

For guidance related to the employment status of AmeriCorps members please refer to the below link:

<http://www.nationalservice.gov/documents/main-menu/2015/frequently-referenced-resources-about-employment-status-ameri-corps-members>

AmeriCorps Brand and Messaging

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

- **Dustin J Arceneaux, CHES, Program Director**
Email: darceneaux@nefhsc.org
Phone: 1 (904) 432 5073
- **Marivi Wright, BHS, CHES, CPST, Community Partnership Manager**
Email: Marivi.wright@bmcjax.com

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

Host Site Supervisor Full Name (Print):
--

NHC Member Position Description AMR21

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 Florida Site Director:

NHC Florida Site Director Full Name (Print):

NHC Florida Site Director Signature:

Date: