



NHC Member Position Description AMR21

Member Position

Case Manager

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

Presbyterian Social Ministries (PSM)

4115 Post St.

Jacksonville, FL 32205

Organization Description & Mission

Presbyterian Social Ministries, in partnership with other organizations exists to support the homeless with stables supportive housing solutions and life skills training; help families and individuals in need with clothing; and facilitate missions with learning and service opportunities in a residential setting

Member Position Purpose

The member will help formerly homeless clients with their everyday life skills that translate into their ability to remain in their new homes with the same or improved quality of life for as long as possible. Clients may suffer from substance use disorder or may have other concurring medical conditions. The member will provide case management to low risk clients that were previously homeless. These services include providing access to transportation, housing, SNAP benefits, Medicaid and other government benefits. The member will ensure they have access to a healthcare provider and any specialty healthcare services they may need including detox, 12 steps groups, mental health counseling, primary care physicians, obstetrics/gynecologists (OB/GYN), Ear Nose & Throat Specialists (ENT), etc. The member will provide COVID-19 Education and referrals to clients so they can staff safe during these times. The member will provide one on one health counseling to their clients on topics such as nutrition, mental health, addiction, and access to healthcare. The member will provide exercise classes and other opportunities to get these clients up and physically active. The member will create educational materials on wellness topics for the clients. The member will coordinate events for all clients to remain socially connected. The member will manage and train volunteers who come to Northeast Florida to perform community service projects. The member will be responsible for coordinating service projects at soup kitchens, food banks, health centers, and clothing distribution centers throughout the region.

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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)? No.

Does this position require a personal vehicle? Yes.

How will your organization reimburse the member for transportation costs? .40 cents a mile

Organization dress code: Business Casual

Expected Service Time

9am to 530pm; Member will be required to occasionally serve on weekends for health fairs, outreach events, as well as community service projects that are organized for the Volunteer Dorm Program.

Member Role & Description of Duties

At Presbyterian Social Ministries, we have identified a need for case management for low risk clients that may be in insecure housing in Jacksonville, FL. Low risk clients go without social service navigation because there is not an immediate risk to their health and safety. This unfortunately leads to low risk clients becoming much more likely to move towards becoming high risk clients. Clients may suffer from substance use disorder or other co-occurring medical conditions. In this role, the member will conduct one-on-one case management for formerly homeless clients that are identified as low risk. The member will provide written correspondence, in-person one-on-one home visitation meetings with clients, phone calls, and written case notes on clients that are met. The member will keep physical case files current on their clients. The member will assist clients with SNAP applications, enrolling in Medicaid, obtaining child care, obtaining housing, obtaining substance use recovery services, locating primary care physicians, and obtaining any necessary health screenings. The member will provide COVID-19 education for clients so they can staff safe and prevent exposure. The member will create a wellness program that consists of one on one counseling and activities that get clients physically active and mentally well. The program will consist of one on one health counseling on topics such as exercise, nutrition, mental health, coping skills and access to healthcare. The member will develop education materials, host events, host classes, and provide activities and opportunities for clients to engage in taking care of their health needs. The member will also develop and conduct 1-2 events during their service term that are health based specifically for clients. These events can be a health fair, health education seminar, or community social event. These events will be a great opportunity for clients to receive any information or services that they may need. The majority of our housing clients are seniors, who were all previously homeless and are now residing in their own apartments in an independent living lifestyle. It is imperative within our case management services that we stay connected with these individuals.

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The member will be responsible for management of a dorm program for volunteers providing community service in Jacksonville. The member will train and manage these volunteers while they are in Jacksonville doing community service. The member will be responsible for coordinating and setting up opportunities for these groups to do community service as local hospitals, clothing distribution centers, foodbanks, soup kitchens, homeless shelters, Habitat for Humanity, and New Town Success Zone. The member will provide written correspondence and phone calls to volunteers. Member will hold community meetings with volunteers, one-on-one meetings with representatives from partner agencies, marketing, social media, helping when visiting groups stay in our dorms.

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.

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 <i>(How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</i>	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any).</i>
Low Risk Client Case Management (40%)	The member will conduct one-on-one case management for clients that are identified as low risk. The member will provide written correspondence, in-person one-on-one home visitation meetings with clients, phone calls, and written case notes on clients that are met.	Member will provide follow up and home visits to at least 10 clients a week	Seniors (50+), Opioid Epidemic

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	<p>The member will keep physical case files current on their clients. The member will assist clients with SNAP applications, enrolling in Medicaid, obtaining child care and obtaining housing.</p>		
<p>Wellness Education & Counseling Follow-up (25%)</p>	<p>The member will develop education materials, host events, host classes, and provide activities and opportunities for clients to get active and stay mentally well. This may include walking groups, recreational group games, and social events for clients. The member will recruit clients to attend these events and gatherings. The member will also develop and conduct 1-2 events during their service term that is health based specifically for clients.</p> <p>The member will coach the clients to improve their personal wellness. The member will also provide one on one counseling on the clients specific wellness goals and needs. The topics the member will cover will include nutrition, exercise, mental health, and access to healthcare. Member may develop new programming as necessary and recruit clients to attend classes or events.</p>	<p>Member will plan and implement at least 1 wellness event a month</p> <p>Member will recruit at least 5 clients to attend wellness events</p> <p>Member will provide counseling to at least 5 clients a week on wellness topics</p>	<p>Seniors (50+), Physical Activity/Nutrition/Obesity Prevention, Opioid Epidemic</p>

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<p>Healthcare Education & Referrals (15%)</p>	<p>The member will provide counseling on how to access healthcare services that meet client needs. Member will refer and help clients gain access to primary care physicians, dental services, mental health counseling, substance use recovery, medical screenings, and prevention services.</p> <p>The member will provide education and referrals related to COVID-19 to ensure clients have access to services. Member will provide education on symptoms, prevention, and where to receive testing and treatment.</p>	<p>Member will provide education and referrals to at least 10 clients a week on healthcare access.</p>	<p>Seniors (50+), Opioid Epidemic</p>
<p>Volunteer Dorm Program Management (10%)</p>	<p>The member will be responsible for management of the dorm program for volunteers providing community service in Jacksonville. The member will train and manage these volunteers while they are in Jacksonville doing community service. The member will develop a training for all volunteers that utilize the dormitory during their stay. This training will cover how to utilize the dormitory, rules and regulations, as well as an overview volunteering in Northeast Florida. Member will answer volunteer's questions and offer support while they are volunteering in the region.</p> <p>The member will be responsible for coordinating and setting up opportunities for these groups to do community service as local hospitals, foodbanks, soup kitchens, homeless shelters, Habitat for Humanity, and New Town Success Zone. The member will provide written correspondence and phone calls to volunteers.</p>	<p>Member will manage group of volunteers at least 4 times annually.</p> <p>Member will plan volunteer opportunities daily for all groups who utilize the dorms on site during their stay.</p> <p>Member will build relationships with at least 25 organizations over the course of the service term for volunteer opportunities.</p>	<p>Capacity Building, Volunteer Mobilization & Management, Seniors (50+), Physical Activity/Nutrition/Obesity Prevention, Opioid Epidemic</p>

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	Member will accompany and manage volunteers during volunteering opportunities.		
Community Outreach (10%)	The member will conduct outreach to the community on services that PSM provides such as clothing distribution, housing assistance, and case management. Member will represent PSM at community meeting and contribute to community projects on behalf of PSM. Member will attend community events and health fairs to let community member know that PSM is available to provide them with assistance.	Member will attend at least 2-3 community events or meetings a month Member will build relationships with over 20 organizations over the course of the service term.	Capacity Building

Site Orientation and Training

Member will receive and orientation to PSM and the history of the organization. Member will receive a tour of all PSM facilities. Member will shadow case managers to understand how to provide case management services and communicate effectively with clients. Member will receive training on housing assistance systems and technology that will allow the member to effectively track clients and case. Member will receive training on documentation. Member will receive training on dorm program and duties associated with maintaining the facilities. Member will be introduced to current community volunteering 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 t 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.

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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. Child care subsidy, paid directly to the child care provider by a CNCS benefits administrator, GAP Solutions, is available to members who qualify. GAP Solutions distributes this allowance evenly over the term of service on a monthly basis. Members are responsible for locating their own child care providers. The amount of the child care subsidy that the member may be eligible for varies by state and may not cover the full cost of child care.
4. Education Award. Upon successful completion of the member's term of service, the member may be eligible to receive an education award from the National Service Trust. For successful completion of a full-time term (minimum of 1,700 hours), the member will receive a \$6,195 Education Award. The member understands that he/she may not receive more than the amount equal to the total value of two education awards for full-time service from the National Service Trust, regardless of the stream of service in which the member serves.
5. Loan Forbearance Interest: If the member has received forbearance on a qualified student loan during the term of service, and the member successfully completes the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. After a member is enrolled in e-grants by the Program Director, they may use the CNCS web-based system to apply for loan forbearance. The NHC is not responsible for following through with private lenders.

Minimum NHC Member Qualifications

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

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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

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. Member must be a self-starter, be able to take initiative and put forth effort independently. Member must be sensitive to seniors and underserved populations. Empathy and superior communication skills are a must. Member needs to be able to organize projects and supervise small and large groups of volunteers (10-35 volunteers depending on the group). Member must be able to build professional relationships with external organizations.

Evaluation and Reporting

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

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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
- **Karen Thomas, Housing Director**
Email: karenthomas@presbyteriansocialministries.org

Site Supervisor Signatures

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 Florida Site Director:

NHC Florida Site Director Full Name (Print): _____

NHC Florida Site Director Signature: _____ Date: _____