



NHC Member Position Description 2020-2021

Member Position

Outreach 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 PLAYERS Center for Child Health 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, we focus on improving the health and well-being of children and families in our community. The COVID-19 pandemic is a crisis that will impact children and youth for years into the future. Although children are generally at low risk for morbidity and mortality from infection— political, social, economic, and cultural responses to the pandemic pose substantial and sustained risk to their health and well-being. Vulnerable children and young people, in particular, those who are in public care; have chronic medical and/or mental health conditions; at risk for violence; displaced; and living in poverty, rural communities, on the streets, in shelters, etc., are at increased risk. These children and youth have always faced immense challenges to the realization of equitable health and wellbeing. These challenges and inequities are widening in the shadow of the COVID-19 pandemic—a pandemic that is disrupting systems on which all children, and in particular vulnerable children, depend. Increases in poverty, underemployment, violence, food insecurity, housing instability and decreased access to education, medical, mental health and other essential services are unfolding.

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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)?: 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, 8:30-5:00, 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

Just one of the major impacts of the COVID-19 pandemic for children and youth is the sharp decrease in immunization rates. Duval County is already challenged with respect to ensuring all children have access to vaccines. One of the responsibilities for the Health Corps member will be to provide outreach to early learning and child serving agencies to build awareness around the importance of immunizations. While some of the impacts of COVID-19 are very visible, others have not yet been identified or discovered. Another responsibility of this position will be to provide outreach to child serving agencies and help coordinate workgroups to identify and address the needs of our community's children in response to COVID-19. As we are just beginning to examine the impacts of the COVID-19 pandemic, we acknowledge that youth voice is visibly absent. This position will engage youth to bring their perspective on current needs. The member will actively seek the youth voice to identify age-specific critical issues that have affected the youth as a result of the COVID-19 health crisis. It is critically important that professional bodies, health services, and child-serving professionals work together with grassroots communities, including children and youth, to mitigate the immediate impact of COVID-19. We must learn from the inequities exposed by the pandemic to advance a future in which all children and

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youth, and in particular those made vulnerable by social and environmental determinants and chronic physical and mental health conditions, reach their full potential.

This position will serve to link children at risk from the COVID-19 crisis to the organizations and services that they need to address their acute needs and inequities that have been generated by the pandemic.

- Lack of access to primary care pediatricians resulting from the closure of pediatricians' offices and fear of seeking routine care has resulted in a dramatic decrease in routine vaccine coverage—for MMR down to only 60-70% coverage for kindergarten entrants. This places our community at great risk for a measles epidemic. This position will work with child health practices, community-based organizations (including childcare centers, schools, etc.) and families to increase vaccine coverage.
- Influenza infection will greatly complicate our response to the COVID-19 pandemic. Flu vaccine coverage for children is poor, less than 50%. This position will work with child health practices, community-based organizations and families to increase flu vaccine coverage.
- Though the impact of our response to COVID-19 has disrupted the lives of children and youth, we have not heard their voice and concerns and strategies to mitigate the direct and indirect effects of the pandemic. This position will engage youth through child-serving agencies and help coordinate workgroups to engage youth to identify and address the needs of our community's children in response to COVID-19.
- The pandemic has highlighted inequities in access to mental health services—though the full-service schools do provide this access. This position will be used in high risk schools to reach out to students to destigmatize the use of these services.
- Forty-thousand children required computers to access virtual learning. Families without access to computers in the future will need training on how to use them as an integral component of educating their children. This position will develop and pilot training modules for parents on basic use of computers.

It is critically important that professional bodies, health services, and child-serving professionals work together with grassroots communities, including children and youth, to mitigate the immediate impact of COVID-19. We must learn from the inequities exposed by the pandemic to advance a future in which all children and youth, and in particular those made vulnerable by social and environmental determinants and chronic physical and mental health conditions, reach their full potential.

Member activities will not duplicate or displace existing staff, volunteers or interns duties. The Players Center has never had anyone to complete the activities outlined in this position. During the service term the member will comply with all AmeriCorps rules and regulations outlined in the 45 CFR §2540.65 and §2540.40-45 sections of the handbook. The position description activities do not violate the AmeriCorps supplementation restrictions outlined in part §2540.100. The member will receive no more than 20% of the aggregate total member service hours in training as outlined in the requirements of 45 CFR §2520.50. The position activities follow the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). The member will not be conducting activities prohibited by AmeriCorps as outlined in 45 CFR §2520.65. The member will also have access to vulnerable populations.

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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 MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER (if any).
25% - Immunization Campaign	<p>Member will provide outreach to early learning and child serving agencies to build awareness around the importance of immunizations. Member will actively participate in Immunization campaign including monitoring immunization rates and trends by reviewing and reporting out on immunizations in Northeast Florida.</p> <p>Member will create and develop communications, flyers, and graphics related to this immunization campaign. Member will obtain feedback to improve on the design of communications material. This will be coordinated by the member in partnership with the Wolfsons Marketing Department and graphic designers.</p>	<p>Member provide immunization outreach to 30 early learning or child serving agencies</p> <p>Member will track immunization trends on a monthly basis</p>	<p>Capacity Building</p> <p>COVID-19 response</p>
15% Immunization Awareness Education	<p>Member will develop community education on the importance of immunization. Member will provide education in the community on COVID-19 effecting immunization rates. Member will provide community education on the importance of childhood immunization (DTAP, MMR, etc.)</p>	<p>Member will provide education and raise awareness</p>	<p>COVID-19 Response</p>

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<p>20% - COVID-19 Immunization Workgroup</p>	<p>Member will provide outreach to community stakeholders to identify issues and gather data on critical issues impacting children and youth in light of the COVID 19 pandemic. Member will plan, schedule, and convene workgroups between organizations to address this community issue.</p> <p>Member will generate and widely disseminate monthly reports on findings and implementation status.</p>	<p>Member will gather data from 15 child serving agencies on the impact of COVID19.</p> <p>Member will disseminate 9 status reports</p>	<p>Capacity building</p> <p>COVID-19 response</p>
<p>15% - COVID-19 Youth Engagement Groups</p>	<p>Member will plan, schedule and coordinate a youth listening session to hear youth concerns about adapting to the pandemic.</p> <p>These groups may be in person or virtual. Member will reach out to schools and youth serving organizations to create groups.</p> <p>The member will collect data from youth about which concerns are the most prevalent. Member will record and evaluate data to inform education that will be provided by member.</p> <p>Utilizing the data from COVID-19 youth engagement groups, the member will schedule education sessions for youth addressing issues related to COVID-19 to address the problems outlined.</p>	<p>Member will convene 10 listening sessions to obtain youth voice in response to the pandemic</p> <p>Member will provide education to a minimum of 100 youth over the course of the service term on COVID-19 or related issues</p>	<p>COVID-19 response</p>

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	Member may develop classes related to mental health, exercise, nutrition, coping skills, and socializing. Member may develop classes on COVID-19 as well to provide education to address youth knowledge gaps.		
25% - COVID-19 Immunization Referral Coordination	Member will utilize the medical provider partnerships as well as data to coordinate referrals to clients for childhood immunizations. Member will provide education to clients and refer them to the necessary and most convenient immunization providers in their community.	Member will ensure that a minimum of over 100 clients receive access to childhood immunizations	COVID-19 response

Site Orientation and Training

At THE PLAYERS Center for Child Health, 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 participate in regular workgroup calls with the Medical Director, Executive Director and Program Coordinator for strategic direction.

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.

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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 \$6,095 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

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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

Member needs to be outgoing and good with very diverse personality types. Member must be confident and able to build relationships with physicians. 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. Member must have a passion for maternal and child health. Member must also have a passion for increasing childhood immunizations and disease prevention.

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.

Employment Status of AmeriCorps members in this Position

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

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

AmeriCorps Brand and Messaging

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

<http://www.nationalservice.gov/documents/amicorps-state-and-national/2015/amicorps-branding-and-messaging-guidance>

NHC Program Director and Host Site Supervisor

- **Dustin J Arceneaux, CHES, Program Director**
Email: darceneaux@nefhsc.org

- **Betsy Boyce, Program Coordinator**
Email: betsy.boyce@bmcjax.com

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:** _____