



## NHC Member Position Description AMR21

### Member Position

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NHC Position Title: Health Educator

### AmeriCorps Program

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**Program:** National Health Corps Florida

### Host Site Name & Location

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Starting Point Behavioral Health Care 463142 State Road 200 Yulee, FL 32097

### Organization Description & Mission

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Starting Point Behavioral Healthcare (SPBH) is a private not for profit 501(c)3 community mental health agency that serves the community with mental health and/or substance use problems. We provide a wide variety of programs for all ages with special behavioral health and substance abuse programs for children, teens, women, families and older adults. Our mission is to promote emotional wellness through psychiatric, mental health and substance misuse treatment services, and community education and awareness. Our vision is to deliver unmatched behavioral health services to residents of Nassau County. The organization will be a vital part of our community, committed to world class service and the provider of choice for Nassau County residents and referrers. Its motto is "Healing Begins Here".

### Member Position Purpose

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Leader 4 Hope with Project HOPE (Helping Others Promote Empathy)

Project HOPE is a **prevention, intervention, postvention and treatment** program aimed at reducing mental health crisis, preventing suicide and increasing emotional stability. Through emotional wellness promotion, suicide prevention activities, and strength based treatment our team of "Leaders 4 HOPE" in collaboration with our community partners will implement strategies based on the best available evidence to help our community sharpen its focus on prevention activities with the greatest potential to prevent suicide.

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This position has 3 major functions:

- **Prevention** – The NHC member would be trained in Mental Health First Aid as well as Youth Mental Health First Aid to assist in then providing this training to other groups of adults, children, and professionals. The NHC member would provide suicide prevention presentations in schools and the community. The NHC member would preferably have marketing skills to promote Project HOPE.
- **Intervention** – The NHC member would work and collaborate with our Care Coordination department to receive referrals from community providers such as the Emergency Department, Crisis Stabilization Units, Detox/Residential facilities, and the jail and court system. The NHC member would reach out to appropriate referrals to help reduce barriers to entering specialized treatment.
- **Postvention** – The NHC member would maintain a caseload to provide case management services to current clients engaged in Project HOPE to help facilitate treatment and promote stabilization. The NHC member would also help assist with any discharges to ensure clients are prepared with resources they may need in the future.

### Member Term of Service

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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

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- 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? Mileage reimbursement .505 per mile; travel report submitted monthly to Finance Department for reimbursement
- Organization dress code? Business Casual

### Expected Service Time

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**40 hours per week; 8 hours a day with a lunch hour in between is a typical schedule. Flexibility in scheduling during the evenings and weekends is highly required in order to meet the needs of the clients we serve.** A large portion of trainings and educational events take place in the evening and on Saturdays. The NHC member **must have flexible availability** to meet program needs. The NHC service member may discuss ways to make up time if needed with host site supervisor.

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## Member Role & Description of Duties

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- This position, under the mentoring of the Behavioral Health Team Leader, aims to provide community outreach and education regarding suicide prevention as well as to advocate for individuals who are at high risk of suicide or have previously attempted suicide.
- The position will require the NHC service member to be trained in Mental Health First Aid for both adults as well as children. The NHC service member would then train adults and children in Mental Health First Aid to promote prevention, awareness of suicide risk and increase community knowledge and skills to help vulnerable and high-risk individuals. The NHC member would also provide suicide prevention presentations in schools and the community. The NHC member would be responsible for marketing and promoting Project HOPE in the community through presentations, attending community events, creating marketing materials and conducting outreach.
- The NHC member would assist with intervention by working and collaborating with our Care Coordination department and Mobile Response Team to receive referrals from community providers such as the Emergency Department, Crisis Stabilization Units, Detox/Residential facilities, local schools, law enforcement, and the jail and court system. The NHC member would reach out to appropriate referrals to help reduce barriers to entering specialized treatment.
- The NHC member would maintain a caseload to provide case management services to current clients engaged in Project HOPE to help facilitate treatment and promote stabilization. The NHC member would also provide discharge planning to ensure clients are prepared with resources they may need in the future.

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.

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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> .
Suicide Prevention Community Outreach & Education: 50%	<ul style="list-style-type: none"> <li>• Member will provide outreach to community partners, schools and residents regarding suicide awareness and prevention activities</li> <li>• Member will provide presentations, information and education to promote awareness and increase understanding of suicide</li> <li>• Member will promote community mental health and social service resources to assist with linking individuals to appropriate care</li> </ul>	<p>Member will engage in community outreach activities 5 days per week, and schedule as needed</p> <p>Member will facilitate education on suicide prevention at least 3 times a week at different schools and community organizations</p>	n/a
Intervention, Referrals, Case Management: 30%	<ul style="list-style-type: none"> <li>• Member will participate in weekly Care Coordination meetings to discuss new referrals</li> <li>• Member will collaborate with Care Coordination department and Mobile Response Team to receive new referrals as well as help to provide continuity of care</li> <li>• Member will reach out to new referrals to encourage linkage to treatment as well as provide knowledge of community resources</li> </ul>	<p>Member will correspond with care coordinators at 2 meetings per week</p> <p>Member will work to receive and outreach 5 new referrals per week</p> <p>Member will remind individuals of appointments as needed</p>	n/a

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	<ul style="list-style-type: none"> <li>• Member will maintain caseload of individuals who are engaged in Project HOPE</li> <li>• Member will provide regular contact to increase appointment attendance and ensure individuals are linked to appropriate care</li> </ul>	<p>Member will contact individuals on caseload at least 3x per week</p>	
<p>Discharge Planning: 20%</p>	<ul style="list-style-type: none"> <li>• Make appropriate community referrals including mental health counseling, social services agencies, primary care providers, financial assistance, and education assistance</li> <li>• Member will create and provide individuals with a care plan to stay organized after discharge</li> <li>• Ensure clients have helpful all social and mental health resources upon discharge from treatment</li> </ul>	<p>Member will conduct discharge planning for 2-5 clients a quarter</p>	<p>n/a</p>
<p>Marketing &amp; Mental Health First Aid Community Training: 10%</p>	<ul style="list-style-type: none"> <li>• Member will develop marketing materials and strategies to promote Project HOPE within the community</li> <li>• Member will train adults and children in Mental Health First Aid</li> </ul>	<p>Member will attend 2 community events per month to promote HOPE program</p> <p>Member will build at least 10 strategic partnerships</p>	

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### Site Orientation and Training

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- Starting Point Behavioral Healthcare Human Resources department will perform a comprehensive orientation for the member. Training will include electronic health records, de-escalation, and a tour of Starting Point facilities.
- Starting Point Behavioral Healthcare clinical staff will provide training for Mental Health First Aid
- HIPAA and Blood borne Pathogens training
- The member will have access to hundreds of e-learning modules for professional development.

### 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 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.

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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 (1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> 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.

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## Site Member Qualifications

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1. Traits that would assist the candidate be successful in the position would be a genuine desire to assist persons struggling with feelings of depression and mental health diagnoses as well as those at risk for suicide. They should enjoy providing presentations, education, and training. They should be creative, innovative, and able to provide some marketing and promotions. They should be organized, detail oriented, have excellent communication skills, be patient, calm and kind. The candidate should enjoy serving diverse populations, patients and staff on a daily basis, both in person and over the phone.
2. **Member MUST be able to dedicate time to following up with clients consistently and taking responsibility for their case load.**
3. Preferred candidate would possess a Bachelor degree in Social Work, Psychology or other Human Service related field.
4. Experience working with patients who have a mental illness is desirable but not required.
5. A candidate that can speak to a diverse population with basic knowledge of persons with mental health and/or substance use disorders will be successful in this position. The member must be comfortable conversing with this population in both an individual as well as a group setting.
6. Basic computer technology skills with the ability to use the computer and speak with people concurrently are beneficial.
7. The ability to balance many different tasks that are unrelated to each other would be a plus.
8. Good organizational skills are a definite skill needed for any position in psychiatric healthcare.
9. Ideal candidate would be a person that has the ability to treat everyone with respect and instill trust easily in others.
10. 10. Additional Requirements
  - a. Proof of Immunizations - Chicken Pox, MMR, TB, TDAP, and Seasonal Flu
  - b. Criminal Background Check
  - c. Profile Photo

## Evaluation and Reporting

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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 serve. 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

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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

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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

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- **Dustin J Arceneaux, CHES, Program Director**  
Email: [darceneaux@nefhsc.org](mailto:darceneaux@nefhsc.org)
- **Gina Ferens, Care Coordination Team Lead**  
Email: [gferens@spbh.org](mailto:gferens@spbh.org)

### Site Supervisor Signatures

By signing below, you acknowledge that you have read and understand the contents of this position description.	
<b>Host Site Supervisor Full Name (Print):</b> Gina Ferens	
<b>Host Site Supervisor Signature:</b> <u>Gina Ferens, MS, LMHC</u> – signed electronically due to Covid-19 <b>Date:</b> <u>4/9/2020</u>	
<b>AmeriCorps NHC Member Full Name (Print as listed on formal documentation):</b>	
<b>AmeriCorps NHC Member Signature:</b> _____	<b>Date:</b> _____
By signing below, you acknowledge that this position description was finalized/approved by the NHC Florida Site Director:	
<b>NHC Florida Site Director Full Name (Print):</b> _____	
<b>NHC Florida Site Director Signature:</b> _____	<b>Date:</b> _____