



NHC Member Position Description AMR21

Member Position

- NHC Position Title: Care Coordinator
- Host Site Position Title: Health and Wellness Coordinator

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

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

Organization Description & Mission

- 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".

NHC Member Position Description AMR21

Member Position Purpose

Health and Wellness Coordinator

This position has two major functions:

- Collaborate with the Clinical Director to continue leading the Health and Wellness education for our main facility and Hilliard facility.
- Will provide screening and assessments as well as outreach activities to increase patient engagement in mental health services

The health and wellness education was created by a previous National Health Corps service member and focuses on fostering healthy life choices and bringing balance between physical and mental health. The AmeriCorps members will improve and facilitate current education curriculum to be facilitated to group clients.

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

NHC Member Position Description AMR21

Expected Service Time

- **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. The NHC member will be required to serve hours in the evenings and weekends in the ER in order to meet needs of clients.** There may be evening groups for those people who work during the day. The NHC member will provide screenings in the emergency department (ED) of Baptist Medical Center Nassau. The ED is open 24/7. During those times that Starting Point may be closed due to Holidays the NHC member may still be present in the ED providing screenings.

Member Role & Description of Duties

- This position will be the development and leading of Health and Wellness classes at the SPBH Hilliard facility. This task will be under the mentoring of the Behavioral Health Team Leader. All of these services will improve access to care and patient outcomes which will improve the health of our community. The member will implement strategies to recruit clients within the agency to attend health and wellness classes. The member will also coordinate with the staff in the planning of the AmeriCorps wellness groups and co-facilitate wellness activities with some of the ongoing groups. Wellness topics include mental health, nutrition, healthy eating, coping skills, exercise, smoking cessation, and diabetes management.
- The position will screen persons admitted to the Baptist Health Medical Emergency Department (ED) with mental illness for referral to Starting Point Behavioral Health on the evenings and weekends. The member will provide follow-up and case management for clients that are referred to Starting Point for mental health or medicated assisted treatment services if they miss their appointments. The member will provide social service navigation for clients to help them overcome barriers to receiving mental health services in rural Nassau County. The member will screen patients for mental health issues in order to navigate them to appropriate care such as counseling or psychiatric care. Member will assess underserved clients social service needs (e.g. housing, transportation, Medicaid, SNAP Benefits) and barriers that may inhibit them from acquiring mental health services. Their goal is to identify patients' health-related needs and to help them to enroll in healthcare programs, to secure social services and insurance, and ultimately to work toward their long-terms life goals. Many patients come through the ED for suicide attempts, substance overdoses, opioid overdoses or other conditions that clearly relate to behavioral health. But for some, the signs of a behavioral healthcare need are less obvious: the patient who comes to the ED for nausea but who in fact suffers from severe anxiety, or the patient injured from an accident that you later find was a result of alcohol abuse. Effective care coordination depends on trust and persistence while also requiring a great deal of creative problem-solving. The member will implement patient engagement strategies for those vulnerable patients with a high no-show rate for needed medical care. The member will help patients improve their mental and physical health so that they can lead happier, more fulfilling lives.
- The member will build strong relationships with clients and their families and gain perspective on how aspects of their lifestyle and health interact. The member will connect clients with resources in the community like Nassau public transit, the Council on Aging, Barnabas Primary Care Services, local food pantries, and sites that offer crisis services." This position continues a role created specifically for an NHC Florida member in 2017. Training hours will not exceed more than 20% of the aggregate of the total member service hours. The agency confirms that as outlined in 45 CFR 2520.65, the NHC member **will not** be conducting AmeriCorps prohibited activities. These prohibited activities could include referrals for abortion services, advocacy, fundraising, or leading religious worship. Starting Point Behavioral Healthcare has one annual fundraising event in which the service member **does not** participate. The service member will have access to vulnerable populations as outlined in 45 CFR §2510.20 through the ED and Starting Point's Hilliard location, which serves consumers who qualify as a vulnerable population due to their disabilities.

NHC Member Position Description AMR21

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).
Emergency Department Mental Health, and Social Services Screening/ Education 40%	<p>Member will screen patients with Mental Health diagnosis for referrals to SPBH who have been admitted to the emergency department (ED) at local hospitals in the evening and on weekends. During this screening the member will meet with the client one-on-one to:</p> <ul style="list-style-type: none"> • Screen for the presence of a primary care provider, health insurance, need for wellness classes, medicated assisted treatment, detox programs, chronic disease management programs, and mental health services • Screen for case management needs, such as SNAP, food pantry or clothing referrals in the community • Provide one on one education with clients on mental health topics, opioid overdoses, Narcan, and addiction • Provide information on Starting Point Behavioral Health services to clients <p>After screening, member will make referrals to appropriate in-house or community providers for services needed by the client.</p>	<p>Member will screen patients Monday through Friday and weeks as needed</p> <p>Member will screen 20 clients per week.</p> <p>Member will provide one on one education with at least 15 clients a week</p> <p>Member will provide 10 referrals for client needs each week.</p>	Opioid Epidemic

NHC Member Position Description AMR21

<p>Patient Compliance and Engagement 30%</p>	<p>Member will provide patient education on mental health and treatment compliance to patient with a high no show rate with a goal of reducing patient no show rate before the end of the service term.</p> <p>Provide follow up care with these individuals a minimum of three times per week through telephone and face-to-face contact in the community and help to provide a warm-handoff to other treatment providers</p> <p>Member will implementing patient engagement strategies to improve enrollment and outcomes in the Medication Assisted Treatment Program through daily contact during the first 30 days to those participating in the MAT program through phone calls, text messages, and face to face contact, followed by twice per week contact for the remainder of the program. Member will provide patients with appointment reminder calls and/or letters to improve appointment attendance and compliance</p> <p>Member will follow-up with clients who miss appointment and help them overcome barriers to receiving services at Starting Point Behavioral Health. Member will follow-up with clients through home visits if necessary in order to assess barriers to them receiving services at Starting Point and facilitate the necessary social service navigation and support to ensure the make it to medicated assisted treatment appointments and other mental health appointments that are scheduled.</p>	<p>Reducing patient no show rate by 10% before the end of the service term.</p> <p>Member will contact at least 25 clients a week</p> <p>Member will meet with 5-10 patients per week.</p>	<p>Opioid Epidemic</p>
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NHC Member Position Description AMR21

	<p>Member will work with patients, families, and natural support system in the patient’s natural environment to improve patient’s engagement in services.</p>		
<p>Group Wellness Classes 30%</p>	<p>Member will facilitate and create lesson plans for the Choosing Wellness program and other classes in Health Matters.</p> <p>The Choosing Wellness program utilizes a comprehensive evidenced-based resource called Solutions For Wellness that is focused on mental, physical, and emotional wellness. The curriculum includes topics on nutrition, healthy eating, physical activity, food safety, reading nutrition labels, opioid misuse, addiction, etc. The target population for these classes is persons diagnosed with a mental health or substance use disorder and receiving medication management services at Starting Point Behavioral Healthcare.</p> <p>Member will market Choosing Wellness to clients during patient screenings with a goal of recruiting clients to attend classes. Member will implement other marketing tools to recruit clients to attend project wellness classes. Member will facilitate Wellness groups at Hilliard Facility to clients receiving regularly services there. Member will coordinate space, schedule and prepare all materials for Choosing Wellness classes. Each class will be tailored to the group’s needs.</p>	<p>Member will facilitate Choosing Wellness class at least 2 times a week.</p> <p>Member facilitate group wellness education with 10-20 patients per week.</p> <p>Member will provide education based on Choosing Wellness class for MAT Clients who are part of the Starting Point MAT groups.</p>	<p>Opioid Epidemic, Nutrition/Physical Activity</p>

NHC Member Position Description AMR21

Site Orientation and Training

- 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.
- HIPAA and Blood borne Pathogens training
- The member will have access to hundreds of e-learning modules for professional development.

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 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 \$6,095 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.

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.

NHC Member Position Description AMR21

Site Member Qualifications

1. Traits that would assist the candidate be successful in the position would be a genuine desire to assist persons with cognitive disabilities or difficulties to succeed in life. 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. Any experience in the healthcare field, especially with persons with disabilities would be helpful, though not essential.
5. A candidate that can speak to a diverse population with basic knowledge of the disease process and cognitive limitations 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 is much desired.
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

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.

NHC Member Position Description AMR21

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, Program Director**
Email: darceneaux@nefhsc.org
- **Gina Ferens, Care Coordination Team Lead**
Email: gferens@spbh.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: _____