



NHC Member Position Description AMR21

Member Position

Case Manager

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

Sulzbacher Center, 611 E. Adams St., Jacksonville, FL 32202

Organization Description & Mission

Sulzbacher Center is the largest provider of comprehensive services to homeless men, women and children in Northeast Florida. The Sulzbacher Center is open 24 hours per day, 7 days per week, 365 days per year. The center serves nutritious meals, offers safe shelter, has comprehensive case management and children's programs, provide outstanding healthcare, dental and behavioral health services, housing and aftercare programs. Additionally; the Center's career training programs and job placement assistance and life skills programs equip men and women for employment and success. The Center's stated mission is "To empower homeless and at-risk men, women and children to achieve a better life through a full range of services, both direct and in collaboration with community partners, thus renewing hope and restoring lives back into the fabric of the community."

Member Position Purpose

The NHC member will serve in the Human Services Department creating, facilitating and coordinating classes on health related and non-health related topics such as stress reduction, smoking cessation, opioid misuse prevention, HIV prevention, chronic disease management, and social skills. The member will also be responsible for educating Sulzbacher Center residents on the benefits of good nutrition, reading labels, seasoning alternatives and healthy cooking methods designed to avoid or best manage chronic disease in partnership with the Sulzbacher Center kitchen staff. The NHC member will be responsible for building relationships with community experts, internal professionals, and the culinary team to continue development of programs and curriculum. The member will enroll walk-in Sulzbacher Residents in Supplemental Nutrition Assistance (SNAP) benefits program and track the progress of the resident's application. The member will enroll clients in Medicaid if they would benefit from having health insurance. The member will conduct women's empowerment classes at the Sulzbacher villages on healthy relationships, parenting, domestic violence prevention, safe sex, and sexually transmitted infection prevention. The member will also enroll residents at the Sulzbacher Center in a new housing/rent assistance program for residents at the center who have opportunities to remove themselves from homelessness. The member will open the computer lab at Sulzbacher Center Villages and Sulzbacher Center Downtown as well as perform one-on-one education on computer/digital literacy to assist residents in applying for jobs. The member will tutor individuals studying for employment or children studying for school who are residents at the Sulzbacher Center.

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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 , Bus Line 9, 11, 18, 19, 31, 205

Does this position require a personal vehicle? Yes

How will your organization reimburse the member for transportation costs? Yes/expense report/paper check once per month at .043 cents a mile

Organization dress code: Business Casual

Expected Service Time

40 hour service week, Monday-Friday, schedule between 8:00 am – 8:00pm, occasional weekends (flexibility depends on organizational need)

A security badge and keys to the computer lab/life skills classroom, office space computer with network connection, telephone and access to standard office equipment will be provided to the NHC member. Due to the nature of the population we serve our facility is open 24/7/365 days per year giving the NHC member an opportunity to serve when necessary to make up missed hours.

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Member Role & Description of Duties

- The NHC member's primary activities will be providing health education on topics of good health, nutrition, fitness, disease management, smoking cessation, healthy living habits, addiction recovery, opioid misuse prevention, stress reduction and assist residents to fulfill the educational, health and non-health, requirements of their individual Pathway Plan. The NHC member will continue to add topics to fully address the needs health and well-being needs of the homeless population. The member will develop facilitate and manage a weekly healthy nutrition and cooking education program through collaboration with the Sulzbacher Health Clinic and Kitchen. The member will provide education to women and children at the Sulzbacher Villages on maternal and child health topics.
- The NHC Member will enroll walk-in clients in Supplemental Nutrition Assistance Program (SNAP) Benefits as well as the Free Government Phones Program. The member will enroll clients in Medicaid if they would benefit from having health insurance. Member will educate clients on receiving benefits and how to correctly complete the online application. The member will be responsible for tracking client's progress in receiving benefits as well as providing follow-up for any further documentation that is needed during the service term. The NHC member will provide case management for the Emergency Solutions Grant (ESG) which focuses on providing rent financial assistance to women and families who are homeless or at risk of becoming homeless. The member will provide education on how to appropriately complete forms to qualify for assistance. The member will educate clients on the time limitations of the financial assistance provided through ESG. The member will follow up with clients to ensure they are on their way to consistent housing. Member will also provide access to food for clients through Feeding Northeast Florida foodbank.
- The NHC member will serve in the Human Services Department assisting residents with job and continued education search activities which may include computer/digital literacy education and one on one tutoring. The member will assist people to secure housing, jobs and healthcare as it relates to usage of the Sulzbacher Computer Lab and refer people to Goodwill's Job Skills classes. The member will tutor the children in homeless families on different school subjects that allow them to continue their education while in poverty.
- The member will not displace state or public funds through their service. The NHC member will not provide a direct benefit or fundraising activities 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 of this section, unless Corporation assistance is not used to support those religious activities. The position description activities will not violate the AmeriCorps supplementation restrictions as outlined in requirements. The member position activities follow the requirements related to supplementation, duplication or displacement of staff. The member will not be conducting AmeriCorps prohibited activities. The member will have recurring access to the vulnerable homeless population on a daily basis. The training of the NHC member will not exceed 20% of the total member service hours. The NHC member will not displace or duplicate staff, but rather, their service will be to build partnership and capacity to expand educational health and non-health related topics to Sulzbacher residents with a focus on prevention and long-term health and sustainability. The member will not engage in NHC AmeriCorps prohibited activities. The NHC member will have recurring access to vulnerable populations as outlined in 45 CFR §2510.20. A fingerprint-based FBI criminal history check will be conducted.

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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 (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 <i>(if any)</i> .
Walk-in SNAP Benefit, Medicaid, Free Government Phone Enrollment (30%)	Member will enroll, and manage the eligibility of walk-in patient's SNAP benefits, Medicaid and phone services. This will allow walk-in Sulzbacher Residents easy access to SNAP, Medicaid and government phone assistance. The member will screen patients for eligibility in both programs and coordinate both with medical and social service staffs to further connect patients to resources.	Member will enroll at least 20 walk-in patients in government social service programs per month	N/A
Healthy Cooking and Nutrition Classes (20%)	<p>The member will develop on-going plans and curriculum for Nutrition programs by collaborating with the culinary team and health services conducting needs assessment with clients, in order to develop the curriculum, lessons and activities to be taught to families and adults. Topics will include the benefits of good nutrition, reading labels seasoning alternatives and healthy cooking methods designed to avoid or best manage chronic disease.</p> <p>Member will develop lesson plan and curriculum for topics covered in classes and workshops. Member will be responsible for marketing the program and recruiting Sulzbacher clients to the nutrition program classes each week.</p>	Educate at least 40 individuals a month on the health benefits and method of healthy cooking.	Nutrition/Physical Activity/Obesity Prevention, Seniors (50+)

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<p>Sulzbacher Villages Maternal and Child Health Education (10%)</p>	<p>Member will conduct research on different topics of nutrition and healthy eating to improve an exercise class being offered to children at the Sulzbacher Center.</p> <p>Member will develop and facilitate nutrition education with the youth wellness program, Momentum. This is an expansion on their normal exercise curriculum.</p> <p>Member will create and facilitate parenting, breastfeeding, childcare, boundary setting, healthy relationships or stress management classes for women each week.</p>	<p>Member will educate at least 10-15 children a week on nutrition</p> <p>Member will educate 10-15 women a week on women's health topics</p>	<p>Nutrition/Physical Activity/Obesity Prevention</p>
<p>General Group Health Education Classes (10%)</p>	<p>The member will facilitate, oversee and/or coordinate health related classes at the Sulzbacher Center Main Campus as well as at The Sulzbacher Villages location on diabetes management, opioid misuse prevention, HIV prevention, hearing loss, physical activity, chronic disease management, and smoking cessation.</p> <p>Member will coordinate all components of the volunteer education program. Members will recruit, manage, and schedule volunteer subject matter experts to facilitate classes with Sulzbacher residents by collaborating with other community providers.</p> <p>Member will have the opportunity to develop curriculum or lessons and facilitate health related classes and classes designed to reduce the stress of being homeless. The member will use incentives such as food to increase class attendance.</p>	<p>Member will recruit and manage approximately 2-5 volunteers.</p> <p>Member will coordinate and/or facilitate at least 4 classes per month between both locations.</p> <p>Member will provide education to at least 40 individuals a month on different topics.</p>	<p>Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)</p>

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<p>Digital Literacy Education & Tutoring (20%)</p>	<p>Member will provide one on one digital literacy education during computer lab hours while assisting clients with resumes and job searching.</p> <p>The member will refer clients to Goodwill Job Education Services to help clients with in depth professional skills training and interview preparation.</p> <p>Member will provide one on one tutoring services for clients utilizing the computer lab to prepare for furthering their employment, housing, or educational pursuits.</p> <p>Member will provide one on one and group tutoring for children on general education subjects at the Sulzbacher Villages location who are still attending school while their family is in residence at the Sulzbacher Center Villages.</p> <p>Member will help Sulzbacher Center clients with navigating the internet to locate local social services, healthcare resources, etc. The member will guide residents in editing word documents, and other tasks relevant to their computer usage.</p>	<p>Member will open the computer lab and facilitate one on one education at least 2 times per week for an TBD amount of hours</p> <p>Member will tutor at least 5 clients or children of clients a week on reaching their educational goals</p> <p>Member will refer at least 10 clients a month to Goodwill for Job Skills Education</p> <p>Member will educate at least 10 clients a month on how to utilize technology and the internet</p> <p>Member will navigate at least 10 clients a week to new social services through technology usage</p>	<p>Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic, Seniors (50+)</p>
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<p>Emergency Solutions (ESG) Case Management for Women & Families (10%)</p>	<p>Member will provide case management follow-up for Emergency Solutions. Member will provide assistance to any homeless women or families with obtaining financial assistance and housing resources. Member will ensure that their needs are being met through the program. Member will navigate these families to any additional social services (SNAP, legal, Medicaid, financial assistance, domestic violence prevention) as needed.</p> <p>Member will educate the clients on time limitations of financial assistance provided by Emergency Solutions.</p> <p>Member will help residents who are either homeless or at risk for becoming homeless with rent assistance.</p>	<p>Member will provide at least 15 clients a month starting in January 2020 with rent assistance</p>	<p>N/A</p>
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Site Orientation and Training

The site supervisor, during the first week of service, will introduce the NHC member to the senior staff members and employees who work in close proximity to the NHC member's office and lab. The site supervisor will orient the NHC member to the computer, phone system, procedures, curriculum and materials and the site member will be available to answer questions as needed. The NHC member will be introduced and their service to the organization described at the first available All Staff meeting which occurs every second month at the Sulzbacher Center. We will continue to meet both formally and informally each week. The staff at the Center will mentor the NHC member teaching various management, business and educational techniques that will assist the member in development of their own professional career path. The NHC member will learn to identify educational need in the homeless population and create curriculums or coordinate with community subject matter experts (SME) to address those needs. The member will be able to contribute to the overall well-being of the residents of the Sulzbacher Center by facilitating or providing access to education and training on much needed health and non-health related topics. The member will learn how to effectively manage several on-going education projects and effectively collaborate with staff and community providers.

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Member Benefits

The member in this position will receive from the NHC program the following benefits:

1. **Living Allowance** in the amount of **\$14,279.00**.
 - a. The living allowance is not taxable, and taxes will be deducted directly from the living allowance.
 - b. The living allowance is not a wage. It is intended to provide for expenses a member incurs while actively serving and is not linked to the number of hours a member serves. A member who completes his/her term of service early or will receive the portion of the living allowance that would be provided for that period of participation under the program's living allowance distribution policy (a member who leaves in the first week (or first ½) of a pay period receives ½ a stipend; a member who leaves early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early will not be eligible for the remaining amount of their living allowance, either in "lump sum" or incremental payments. A member may not receive a living allowance if they are suspended by the program.
2. **Health Insurance.** If a full-time member is not currently covered by a health insurance program or loses coverage due to participation in the Program, they are eligible to receive limited health insurance through the program where they serve. Insurance coverage for full-time members begins after mandatory documentation is received and processed. Member insurance coverage does not cover family members and dependents.
3. **Child Care.** Child care subsidy, paid directly to the child care provider by a CNCS benefits administrator, GAP Solutions, is available to members who qualify. GAP Solutions distributes this allowance evenly over the term of service on a monthly basis. Members are responsible for locating their own child care providers. The amount of the child care subsidy that the member may be eligible for varies by state and may not cover the full cost of child care.
4. **Education Award.** Upon successful completion of the member's term of service, the member may be eligible to receive an education award from the National Service Trust. For successful completion of a full-time term (minimum of 1,700 hours), the member will receive a \$6,195 Education Award. The member understands that he/she may not receive more than the amount equal to the total value of two education awards for full-time service from the National Service Trust, regardless of the stream of service in which the member serves.
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.

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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.

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Site Member Qualifications

- An interest in social and human services
- A good listener with compassion for people who are homeless and experiencing the challenges associated with achieving self-sufficiency.
- An Individual who understands the difference between enabling and empowerment will have the chance to make a real difference for the residents of the Sulzbacher Center.
- Must have good interpersonal, communication, classroom management skills and exceptional patience.
- A bachelor's degree or equivalent work or volunteer experience in a non-profit setting working with at risk individuals would be preferred.
- A desire to help people who are homeless acquire skills that will sustain their health and life-long self-sufficiency
- Must have the ability to coordinate health topics with subject matter experts and develop curriculum.
- The successful NHC member will be comfortable taking initiative, leading projects and working with diverse populations.

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.

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-AmeriCorps-members>

AmeriCorps Brand and Messaging

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

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

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NHC Program Director and Host Site Supervisor

- Dustin J Arceneaux, Program Director
Email: darceneaux@nefhsc.org
- Dawn Michaux-James, RRH Program Manager
Email: DawnMichauxJames@sulzbacherjax.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: _____