



NHC Members Position Description AMR21

Members Position

Members Position: Care Coordinator

AmeriCorps Program

Program: National Health Corps Florida

Host Site Name & Location

UF Health
655 W. 8th St.
Jacksonville FL, 32209

Organization Description & Mission

University of Florida Health –Jacksonville (UF Health) serves Northeast Florida and Southern Georgia. Our patient population includes private pay, Medicaid/Medicare, self-pay and the indigent. Our vision is to be Jacksonville's most valued community asset, eliminating healthcare needs as a concern of the population. UF Health will achieve this vision by: 1) Delivering patient-centered care that exceeds expectations of patients and families, 2) Providing unrivaled medical education and research and 3) Developing partnerships that enhance the well-being of the community.

UF Health's mission is to heal, comfort, educate and discover. We dedicate our work to improving people's lives through healthcare innovations. Our commitment is to provide constant attention to our patients' needs, our community and each other.

Members Position Purpose

The members will serve pre-conception, pregnant, postpartum and inter-conception women and their families within clinical, community and home settings by providing education on exercise and nutrition during and after pregnancy. The members will provide education to promote healthy pregnancy, child development and women's wellness. The members will assess pregnant and postpartum patients for opioid use to identify risk for Neonatal Abstinence Syndrome. The members will outreach to and follow up with patients to enroll them in community programs such as Little Miracles, Healthy Start and Nurse Family Partnership home visiting programs. Members will also facilitate pregnancy, postpartum and well-woman focused fitness and nutrition activities and classes.

NHC Members Position Description AMR21

Members Term of Service

This is a full-time AmeriCorps national direct service position. To fulfill this position, the members 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 members 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 3 Moncrief A/B or Bus 21 (Boulevard and 8th St.)

[HTTP://WWW.JTAFLA.COM/SCHEDULES/](http://www.jtafla.com/schedules/)

Does this position require a personal vehicle? Yes

How will your organization reimburse the members for transportation costs? Gas Card or Visa Gift Card at a rate of \$0.55/mile, tracked by Mapquest. Reimbursed by \$10 gas card whenever at least 17 miles has been reached.

Organization dress code: Scrubs. Medically appropriate shoes (e.g. closed crocs). No Jeans or Sneakers, except during specified Saturday services.

Expected Service Time

- Members will serve primarily Monday-Friday 8-4:30. Weekend or after-hours service generally includes community health fairs or wellness events.
- Members have the flexibility to serve in our postpartum unit on weekends in lieu of a weekday, as long as there is no conflict with a scheduled community event.
- There will be 2 Little Miracles sponsored Saturday Baby Showers from 7:30-12 in May and December.

NHC Members Position Description AMR21

Members Role & Description of Duties

- The members will serve primarily in Coordinated Intake and Referral, Healthy Start, Nurse Family Partnership, Little Miracles and other Women's Services initiatives/projects. Coordinated Intake and Referral is a system of care whereby families' eligibility for home visiting programs is assessed or need for other community resources based on a prenatal or infant risk screen or community referral. Healthy Start is a home visiting program with a goal of decreasing infant mortality. Nurse Family Partnership is an evidence-based home visiting program for low income first time parents. The Little Miracles Program encourages early entry into prenatal care by providing assistance in obtaining Medicaid and setting prenatal appointments.
- The AmeriCorps members will have patient interactions in the OB/GYN clinic, Postpartum Unit, community or over the phone to assess and address infant mortality risk through Coordinated Intake and Referral. The AmeriCorps members will offer and review screenings or self-referrals, then provide risk reduction education on topics such as preterm labor, preventing birth defects, nutrition, safe sleep, breastfeeding education and neonatal abstinence syndrome (NAS). The members will refer patients to home visiting programs or other community services. The AmeriCorps members will also educate patients on opioid use to ensure they receive addiction services if necessary to ensure a healthy pregnancy. The members will track patients who visit the adult, pediatric and women's acute care emergency rooms to confirm their program enrollment, which encourages regular prenatal care. The members will follow up with women utilizing these services by phone to ensure they have appointments and education on healthy pregnancy topics. The members will also serve clients enrolled in Healthy Start and Nurse Family Partnership. The members will have the opportunity to meet and create relationships with expectant or parenting mother's to address their case management needs (e.g. housing, transportation, financial assistance, family planning etc.) The members will specifically provide education, support, referrals, and access to prenatal or infant care initiatives in these areas.
- The AmeriCorps members will coordinate nutrition & exercise activities for clients enrolled in our home visiting and Inter-conception programs. The members will facilitate exercise classes for women who are receiving services and other activities they can do with their babies that are approved by onsite physical therapist. The AmeriCorps members will also identify low cost nutrition & physical fitness resources in the community to refer clients to for continued wellness. Clients will be identified as high risk due myriad of factors such as weight, Body Mass Index (BMI), etc. AmeriCorps members will refer clients to Awareness walks and yoga in the community as well as plan to participate with clients in order to provide behavior change support. AmeriCorps members will facilitate these activities for post-partum, prenatal and women who have experienced child loss (e.g. miscarriage, fetal loss, adoption, child removed by Department of Children and Families).
- An AmeriCorps members will not duplicate and/or displace an existing employee's position or take any additional responsibilities not outlined in this position description. We have volunteers for 6 weeks during the summer, but they are not allowed to provide care coordination. The members will not be required to participate in any activities that exceed the limitations on allowable fundraising activities. The position description doesn't include any kind of fundraising activities. The members in this position will only be required minimal training to complete their job description. Per Healthy Start Standards and Guidelines members will receive a minimum of 2 weeks of care coordination training. They may also receive training in breastfeeding, childbirth education, smoking cessation, and others as offered by host site or other local agency. All training will be less than 20 percent of the aggregate of the total members hours. We are fully staffed so a members will clearly not supplement, duplicate, and/or displace an existing employee's position. UF Health acknowledges compliance with the supplementation requirements as set by the AmeriCorps program & will not be replacing any

NHC Members Position Description AMR21

grant funding with an AmeriCorps members. The members will not conduct any of the following prohibited activities while serving at this host site: influencing legislation; engaging in protesting activities; involvement in union activities; impairing existing contracts or agreements; engaging in political activities; engaging in religious related activities; providing direct benefits to a for profit business, labor union, political organization, noncomplying nonprofit, or religious organization; involvement in voter registration drive; providing abortion services or referrals; or any activities prohibited by the corporation. The members could have recurring access with vulnerable populations at multiple points of care because their outreach efforts can start before or at conception and go throughout early childhood. A members may meet a women in the community and refer her to our clinic/programs. The members may then assist her with a pregnancy test or enrollment into one of our programs. The members may then assist her throughout her pregnancy and encounter her again at the birth of her child for enrollment and follow up of the infant.

PROGRAM, PROJECT, OR INITIATIVE NAME (INCLUDE % TIME OVER TERM MEMBERS WILL SPEND WITH THIS PROGRAM)	MEMBERS ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the members will be responsible for, for each program/project listed)	MEMBERS OUTPUTS (How many classes, workshops, clients, patients etc. will the members conduct/serve under each activity)	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER (if any).
Physical Wellness Coordinated Intake and Referrals 50%	<p>Members will promote their exercise classes and obesity prevention to clients during pregnancy clinical hours at UF Health Shands Jacksonville Medical Center. Member will present exercise program information at the Little Miracles Baby Shower or other appropriate requested venue.</p> <p>Member will explain and offer Healthy Start Prenatal and Infant Risk Screening during patient prenatal care appointment and at delivery. Member will document the initial intake, upload the screen/self-referral and close or refer client (to a home visiting program) using online electronic medical record called the Well Family System within 72hrs. The screen and notification to the provider will be filed in the hospital electronic medical record called Epic.</p>	<p>Members will screen at least 10 patients per week in hospital setting and provide risk reduction education and care coordination</p> <p>Members will screen a minimum of 10-20 clients a week for opioid use.</p> <p>Members educate 10-20 clients a week on opioid use, nutrition, neonatal abstinence syndrome, safe sleep, prenatal/post-partum risk factors, chronic illness, obesity and Healthy Start Services</p>	Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic

NHC Members Position Description AMR21

	<p>Member will screen clients during initial intake for opioid use using approved opioid screening tools for follow up addiction services.</p> <p>Member will provide education on opioid use whether it be prescription pain killers, heroine or street drug to ensure clients understand the effects of Neonatal Abstinence Syndrome (NAS) or obtain services that can help with addressing addiction issues. Member will educate patients on alternatives to prescription painkillers for prenatal and postpartum clients.</p> <p>Member will refer prenatal and postpartum women/infants to home visiting programs and provide information on community resources related to social services/case management.</p> <p>Member will educate clients on neonatal abstinence syndrome (NAS), breastfeeding, nutrition, safe sleep, Healthy Start prenatal/postnatal risks (such as management of any chronic medical conditions, high or low body mass index (BMI), age, late prenatal care, smoking, etc.)</p> <p>Audit 5 charts quarterly for quality assurance.</p>		
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NHC Members Position Description AMR21

<p>Exercise Classes 30%</p>	<p>Members receive risk screens or referrals for clients at risk for obesity or that have chronic medical conditions.</p> <p>Members facilitate curriculum, Exercise for Healthy Pregnancy for OB/GYN and home visiting clients. The members will facilitate exercise classes for women who are receiving services and other activities they can do with their babies that are approved by onsite physical therapist.</p> <p>Member identify low cost physical fitness and nutrition resources in the community to refer clients to for continued wellness. AmeriCorps members will refer clients to Awareness walks and yoga in the community as well as plan to participate with clients in order to provide behavior change support.</p> <p>Members facilitate activities for prenatal, postpartum women and women who have experienced child loss (e.g. miscarriage, fetal loss, adoption, child removed by Department of Children and Families)</p>	<p>Members will outreach to a minimum of 5-10 clients a week for risk factors for obesity</p> <p>Members will facilitate exercise education to a minimum of 5-10 clients a week</p> <p>Members will refer a minimum of 5-10 clients a week to additional exercise resources</p> <p>Members will participate in community exercise programs with clients at least once a month</p>	<p>Nutrition/Physical Activity/Obesity Prevention</p>
<p>Home Visiting 10%</p>	<p>Member will accompany Nurse Family Partnership (NFP) on home visit with participant to build rapport with client. Members will offer clients further education on obesity prevention and exercise during pregnancy. Members will also offer exercise referrals to the classes they provide to the mothers enrolled in NFP.</p>	<p>Members will meet with 1-5 clients/month</p> <p>Members will screen a minimum of 1-5 clients a month for opioid use.</p>	<p>Nutrition/Physical Activity/Obesity Prevention, Opioid Epidemic</p>

NHC Members Position Description AMR21

	<p>Member will follow-up with client about progress towards their exercise and nutrition goals. Member will help client's create a wellness plan that meets their overall weight and nutrition goals before and after pregnancy.</p> <p>Member will administer developmental screens and provide health education on safe infant care and local resources for new parents.</p> <p>Member will screen clients during home visiting for opioid use using approved opioid screening tools and make necessary referrals to community agencies for follow up addiction services.</p> <p>Member provide education on opioid use whether it be prescription pain killers or heroine to ensure clients have healthy pregnancy or obtain services that can help with addressing addiction issues. Members will also provide education on alternative to prescription painkillers for prenatal and postpartum clients.</p> <p>Based on needs following a home visit or phone call, the members will follow up with mother by phone, mail or additional visit to provide requested referral information or education (e.g. Job Corps, Dress for Success, GED or employment resources, nutrition/food, stress relief and giving information to mother on birth control, birth spacing, immunizations and STDs).</p>	<p>Members educate 1-5 clients a month on opioid use, nutrition, immunizations, neonatal abstinence syndrome, safe sleep, obesity and Healthy Start Services</p> <p>Members will navigate 1-5 clients to social services a month</p> <p>Members will navigate 1-5 clients to Preventative Healthcare services a month</p>	
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NHC Members Position Description AMR21

<p>Program Outreach and Tracking: 5%</p>	<p>Attend/Participate in community or hospital health fairs and other events representing Shands Healthy Start Programs.</p> <p>Update documentation in Well Family System to track clients who have received, nutrition, childbirth education or other Healthy Start services.</p> <p>Create social media content to promote Women’s Services and events to community members.</p> <p>Call women with a positive pregnancy test to confirm prenatal care or other follow-up appointment. Refer to Little Miracles if pregnant and uninsured to ensure early access to care.</p>	<p>1-2 events monthly</p> <p>10-20 participants/month</p> <p>10-15 patients/month</p> <p>1 posting/month</p> <p>5 patients per month</p>	<p>Capacity Building</p>
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Site Orientation and Training

- The members will be required to do a one day orientation with the hospital and a one day orientation with the department.
- The members will receive two weeks of trainings on organizational process and the positions responsibilities.
- The Members will receive SBIRT opioid use screening training to ensure they are able to screen clients for opioid use.
- The members will attend trainings related to women’s/infants health to prepare them for their position. The members will also have opportunities to attend various activities offered at UF Health as well as within the Northeast Healthy Start Coalition. At UF Health there are continuous development activities available on our online system or in classroom settings.

Members Benefits

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

1. **Living Allowance** in the amount of **\$14,279.00**.
 - a. The living allowance is t taxable, and taxes will be deducted directly from the living allowance.

NHC Members Position Description AMR21

- b. The living allowance is not a wage. It is intended to provide for expenses a members incurs while actively serving and is not linked to the number of hours a members serves. A members 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 members who leaves in the first week (or first ½) of a pay period receives ½ a stipend; a members 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 members may not receive a living allowance if they are suspended by the program.
2. **Health Insurance.** If a full-time members 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. Members 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 members 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 members' term of service, the members 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 members will receive a \$6,095 Education Award. The members 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 members serves.
5. **Loan Forbearance Interest:** If the members has received forbearance on a qualified student loan during the term of service, and the members 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 members 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 Members 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 members (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,

NHC Members Position Description AMR21

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 members 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 members 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 members 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 Members Qualifications

- Male or Female who is organized, multi-tasked and pays attention to detail.
- Interest in Nutrition, Physical Activity, Exercise and Wellness Based Health Promotion
- Interest in Maternal and Child Health
- Team & customer oriented, positive attitude, and patient individuals will be the best suited to serve in this department.
- There are no minimum qualifications for this position.
- High interest or experiences in maternal-child health including family health. Experience interviewing or peer counseling. Good computer, verbal and written communication. Educational background in social work, public health, or psychology will help a members succeed. As well as any healthcare skills/experiences or interest.

NHC Members Position Description AMR21

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 members' performance at their host site and their participation in National Health Corps responsibilities such as members' trainings, committees and group service projects. If a members 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 members 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 members' 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 members 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-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 Members Position Description AMR21

NHC Program Director and Host Site Supervisor

- Dustin J Arceneaux, Program Director
Email: darceneaux@nefhsc.org
- Claudette Christopher, Quality Assurance Educator II
Email: claudette.christopher@jax.ufl.edu

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 Members Full Name (Print as listed on formal documentation): AmeriCorps NHC Members 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: _____