



## NHC Member Position Description AMR21

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### Member Position

**Patient Navigator**

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### AmeriCorps Program

**Program:** National Health Corps Florida

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### Host Site Name & Location

UF Health Jacksonville  
Urban Health Alliance  
655 West 8<sup>th</sup> St.  
Jacksonville, FL 32209

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### Organization Description & Mission

UF Health Mission: To heal, to comfort, to educate, and to discover through quality health care, elimination of health disparities, medical education, innovation and research.

Urban Health Alliance Mission: To improve the health of the population, particularly those most vulnerable in Jacksonville, using a multi-sector collaborative, evidence based approach.

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### Member Position Purpose

The member will be responsible for being the main source of information and services at UF Health Jacksonville Medical Center's social services hub. Here the member will provide counseling to clients on how to access social services and benefits such as employment assistance, SNAP benefits, Medicaid, housing, prescription medication assistance, transportation, libraries, education, legal support, and financial assistance. The member will also provide education and assistance to clients utilizing the new Food Farmacy Foodbank at UF Health. The member will provide assistance to clients and basic health education on nutrition and diet by following the written guidance provided by the licensed nutritionist. The member will educate clients and families on health literacy. The member will develop and implement health literacy programming as well as social events for isolated seniors. Member will recruit volunteers to support events and initiates. The member will also be responsible for conducting outreach and scheduling for UF Health's community recreational vehicle (RV) which provides health screenings to underserved areas of Northeast Florida. The member will reach out to organizations to schedule RV visits which deliver healthcare to communities without access to healthcare. Member will assess community data to locate areas of Jacksonville that would benefit from community health screenings and referrals, but do not have easy access to health care. The member will accompany nursing staff during RV visits to register patients for visits with the nurses as well as provide followup social service navigation.

### **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)?** Yes, by bus route 3

**Does this position require a personal vehicle?** No, but preferred.

**How will your organization reimburse the member for transportation costs?** The member will get .58 cents per mile for business travel

**Organization dress code:** Business Professional

### **Expected Service Time**

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8:00am-5:00pm, Monday-Friday

## Member Role & Description of Duties

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- Social Services Hub – The member will serve as the main point of contact between providers, patients and the social services agencies who will be assisting patients with social determinants of health needs. These could include housing, prescription medication assistance programs, jobs, education and/or food access. The member will be required to do extensive research into available community social services so they are an expert on what needs to be done for any assistance that is needed. As the quarterback, the NHC member will need to understand and engage with the referral process between the physician and dietician, engage with the customers talking to them about their needs and helping them meet their goals but engaging with them during and after their onsite visit. Member will help clients enroll in prescription assistance program (PAP)/prescription medication assistance programs (PMAP) services as necessary following their visits with providers.
- Food Farmacy Foodbank -In partnership with Feeding Northeast Florida, we will have a food choice grocery store like model. A physician will refer a patient to a licensed nutritionist for counseling to improve their nutrition around a specific chronic disease, such as diabetes and/or hypertension. The patient will be referred to the food farmacy where the NHC member will facilitate a grocery shopping like experience for the patient and facilitating healthy choice
- Health Education Outreach -UFHJMC has a health outreach RV that we will be using to visit communities to host health screenings. The NHC member will develop the schedule, coordinate communications to encourage attendance and engage with patients during the outreach visits. The member will create a system that allows clients to meet with the nurses and then navigates clients to any follow-up that the nurses instruct for the patients.
- Family Health Literacy Project/Isolated Seniors Project - This project support UF Health's efforts to improve health literacy in the following ways: recruit and train peer educators in the community who specialize in health literacy with a focus on families and children; cover travel expenses to local community centers, service groups, and support organizations; purchase equipment used in education sessions, including but not limited to blood pressure cuffs, glucose monitors, and drug disposal bags; provide educational materials; and compensation to peer educators. The AmeriCorps Member will serve as a leader and team member and therefore responsible for organizing, facilitating and measuring the success of the health outreach efforts. This project support UF Health's efforts to improve health literacy in the following ways: recruit and train peer educators in the community who specialize in health literacy with a focus on families and children; cover travel expenses to local community centers, service groups, and support organizations; purchase equipment used in education sessions, including but not limited to blood pressure cuffs, glucose monitors, and drug disposal bags; provide educational materials; and compensation to peer educators. The AmeriCorps Member will serve as a leader and team member and therefore responsible for organizing, facilitating and measuring the success of the health outreach efforts
- 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

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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.

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> .
Social Services Hub (20%)	<p>The member will conduct extensive and continuous research on social services in northeast Florida as well as the process for accessing them. The member will create a resources list and guides for clients on how to access specific social services.</p> <p>The member will provide counseling to clients on how to access social services and benefits such as employment assistance, SNAP benefits, Medicaid, housing, transportation, libraries, education, legal support, prescription medication assistance programs (PMAP) and financial assistance.</p>	20-30 Clients a day	Seniors (50+), Physical Activity/Nutrition/Obesity Prevention
Family Health Literacy Project/Isolated Seniors Project (30%)	Member will be responsible for developing a program to be implemented out of the Social Services Hub focused on improving health literacy amongst patients and families. Member will develop assessment tools to track client improvements. Member will then promote the program and conduct education with clients to improve their health literacy.	Member will create and promote at least 8 events over the course of the service term	Seniors (50+), Physical Activity/Nutrition/Obesity Prevention, Capacity Building, Volunteer Mobilization

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	<p>Member will create events and classes focused on getting seniors out of isolation and inspiring them to become more integrated into their community. Member will develop assessment tools and materials for the classes. Member will focus on new ways to get seniors out into the community to improve their social and mental wellness.</p>	<p>Member will educate at least 20 clients a month on health literacy</p> <p>Member will train 2-3 volunteers a month of their roles as peer educators.</p>	
Food Pharmacy (20%)	<p>The member will be responsible for food distribution to clients through the food bank. The member will coordinate with Feeding Northeast Florida on receipt of groceries and foods which the foodbank will be stocked. The member will be responsible for ensuring that foodbank is stocked and food is kept in appropriate storage.</p> <p>The member will also provide education and assistance to clients utilizing the new Food Farmacy Foodbank at UF Health. The member will provide assistance to clients and basic health education on nutrition and diet by following the written guidance provided by the licensed nutritionist.</p>	10-20 Clients a day	Physical Activity/Nutrition/Obesity Prevention
RV Health Education Outreach (10%)	<p>The member will develop the schedule, coordinate communications to encourage attendance and engage with patients during the outreach visits. The member will create a system that allows clients to meet with the nurses and then navigates clients to any follow-up that the nurses instruct for the patients.</p>	<p>Member will schedule visits in the community 2 times a week.</p>	Physical Activity/Nutrition/Obesity Prevention, Capacity Building

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	The member will navigate clients to specialty providers, social service agencies, foodbanks, and schedule visits to the social services hub if required.	The member will meet with at least 10 clients during each RV outreach event to get them scheduled to meet with a nurse and provide follow-up after the visit.	
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### Site Orientation and Training

Member will complete training and orientation on the following topics:

- Social Service Hub
- HIPAA
- Client care
- Blood borne pathogens
- UF Health client communication expectations
- Overview of UF Health Shands Medical Center Jacksonville
- Introduction into Service provided by UF Health Shands Jacksonville Medical Center Jacksonville
- Tour of UF Health Shands Jacksonville Medical Center
- PAP/PMAP Systems.

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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**
  - a. The living allowance is t taxable, and taxes will be deducted directly from the living allowance.
  - b. The living allowance is not a wage. It is intended to provide for expenses a member incurs while actively serving and is not linked to the number of hours a member serves. A member who completes his/her term of service early or will receive the portion of the living allowance that would be provided for that period of participation under the program’s living allowance distribution policy (a member who leaves in the first week (or first ½) of a pay period receives ½ a stipend; a member who leaves early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early will not be eligible for the remaining amount of their living allowance, either in “lump sum” or incremental payments. A member may not receive a living allowance if they are suspended by the program.

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2. **Health Insurance.** If a full-time member is not currently covered by a health insurance program or loses coverage due to participation in the Program, they are eligible to receive limited health insurance through the program where they serve. Insurance coverage for full-time members begins after mandatory documentation is received and processed. Member insurance coverage does not cover family members and dependents.
3. **Child Care.** Child care subsidy, paid directly to the child care provider by a CNCS benefits administrator, GAP Solutions, is available to members who qualify. GAP Solutions distributes this allowance evenly over the term of service on a monthly basis. Members are responsible for locating their own child care providers. The amount of the child care subsidy that the member may be eligible for varies by state and may not cover the full cost of child care.
4. **Education Award.** Upon successful completion of the member's term of service, the member may be eligible to receive an education award from the National Service Trust. For successful completion of a full-time term (minimum of 1,700 hours), the member will receive a \$6,095 Education Award. The member understands that he/she may not receive more than the amount equal to the total value of two education awards for full-time service from the National Service Trust, regardless of the stream of service in which the member serves.
5. **Loan Forbearance Interest:** If the member has received forbearance on a qualified student loan during the term of service, and the member successfully completes the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. After a member is enrolled in e-grants by the Program Director, they may use the CNCS web-based system to apply for loan forbearance. The NHC is not responsible for following through with private lenders.

### Minimum NHC Member Qualifications

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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

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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.

### Site Member Qualifications

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Member needs excellent professional communication skills. Member needs to be outgoing and good with very diverse personality types. Member should be able to take initiative and start projects independently. Member also needs to be able to serve in a fast paced environment and be well organized. Member should have good customer service and telephone skills. Member should also have basic computer knowledge such as word and excel. Knowledge of electronic health records will also be very helpful. Any medical or clinical experience is a big benefit as well as being able to speak Spanish.

### 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)
- Ross Jones, Medical Director  
Email: [Ross.Jones@jax.ufl.edu](mailto:Ross.Jones@jax.ufl.edu)

## Site Supervisor Signatures

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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:** \_\_\_\_\_