



## NHC Member Position Description AMR21

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### Member Position

Care Coordinator

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### AmeriCorps Program

Program: National Health Corps Florida

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### Host Site Name & Location

YMCA of Florida's First Coast, Metropolitan Office  
40 East Adams Street  
Jacksonville, FL, 32202

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### Organization Description & Mission.

- To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

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### Member Position Purpose

The member will develop and sustain the "It Benefits to Belong" pilot program and spearhead the roll out across the Association. The member will assess the physical, mental and social health of senior YMCA members and recruit them to the program through one on one counseling. The member will be responsible for increasing the emotional and social wellbeing and quality of life of senior participants that are recruited to the "It Benefits to Belong" Program by designing activities, classes and events that improve the health of all participants in the program. These activities & classes will focus on group exercise, nutrition, physical activity and wellness. The member will manage volunteers who will act as coaches for the participants in the program and instruct them on how they can support the program participants during activities at the YMCA.

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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.

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## Site Considerations

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**Is the site accessible via public transportation (if yes, what line/route)?:** Bus accessible via the 15, 18, 19 and 5 Bus.

**Does this position require a personal vehicle?** Yes

**How will your organization reimburse the member for transportation costs?** Reimbursement of \$.42 per mile. Member will complete a monthly mileage reimbursement form that tracks the date travel occurred along with destination and total mileage. Form is submitted at the end of the month and member is reimbursed the following month.

**Organization dress code:** YMCA Uniform with AmeriCorps pin and/or lanyard

## Expected Service Time

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**9:00am – 6:00pm, Member may be required to serve on 1-2 weekends a month and some evenings due to YMCA schedule programming and events**

## Member Role & Description of Duties

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It Benefits to Belong is an innovative and unique program that harnesses the power of volunteers and community to care for seniors at risk for social isolation and loneliness. The program will target Silver Sneakers eligible members who are not utilizing their maximum visits to the First Coast Y that are paid by their Medicare plan. As these seniors become more engaged in the program and attain benefits for their mental and physical benefits, they will also have more visits to the Y. The program will use an AmeriCorps member to lead the volunteer Resiliency Coaches and branch staff to assist with program implementation at the 2 Y's with the pilot program, and help prepare for implementation at other Y's across the Association. By April 2020, a group of twenty - thirty senior volunteers will be recruited and trained in Mental Health First Aid, health coaching, and community resources. These volunteers will conduct assessments with other seniors to identify those at risk of social isolation and/or loneliness and connect them with other seniors and programs, and refer to community resources as needed. The "It Benefits to Belong Toolkit" will be created in conjunction with healthcare and community partners to educate participants about resources that will help them connect with others and help improve their mental and physical wellbeing. (Includes tools, worksheets and other vital information to help participants on their journey to social connection).

Duties include:

- Recruit program participants and develop "It Benefits to Belong Toolkit".
- Administer baseline score of loneliness and social connection and repeat assessments quarterly with program participants, face-to-face.
- Engage senior members in the branches and connect them with social events, workshops, community resources, and group exercise classes and monitor their progress using Apricot case management software.
- Monitor senior participants and provide outreach such as cards, phone calls, or meals when participants face illness or challenges and miss activities.

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<b>PROGRAM, PROJECT, OR INITIATIVE NAME</b> <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	<b>MEMBER ACTIVITIES AND PURPOSE OF SERVICE</b> (List the key activities the member will be responsible for, for each program/project listed)	<b>MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</b>	<b>NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any)</i>.</b>
<p>It Benefits to Belong: Reducing Social Isolation &amp; Loneliness in Seniors Program (50%)</p>	<p>The member will administer social isolation and loneliness assessment to program participants. The member will recruit participants as needed.</p> <p>Member will design and implement healthy living focused workshops. Member will develop activities and lessons for these workshops. These workshops will stress the importance of physical activity, nutrition, diet, group exercise and social wellness to improve quality of life.</p> <p>Member will analyze data and evaluate of program impact. Member will design record keeping system for program data and track participants attendance and progress through the program.</p> <p>Develop toolkit, activities, events and all programming associated with the program. Member will create all program education materials and program structure information in a sustainable format.</p>	<p>100 participants.</p> <p>Participate in 8 workshops/classes per month with program participants at Y host sites. We anticipate 20 – 40 participants per workshop.</p> <p>Record data for program participants (approx.100 participants).</p>	<p>Seniors (50+), Nutrition/Physical Activity/Obesity Prevention</p>

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<p>Senior Engagement Strategies (20%)</p>	<p>Member will develop program delivery and engagement with senior members. This includes administering questionnaires to program participants and seniors at the YMCA.</p> <p>Member will analyze participant data and develop new ways to engage, recruit and provide better programming for senior YMCA members in this new program.</p> <p>Member will conduct outreach phone calls and card writing to Age 60 &amp; Better members</p> <p>Member will help Y staff train and educate other Y staff about the “It Benefits To Belong” program, and embed principles in culture of Y’s, and member engagement model.</p> <p>Member will recruit and train wellness coaches in the form on volunteers or current YMCA members to provide social support and enrollment in the program.</p>		<p>Seniors (50+)</p> <p>Volunteer Mobilization</p>
<p>Program Outreach (30%)</p>	<p>Member will be promoting the program to the community and working with Y’s across the Association, and with community partners to develop the toolkit.</p> <p>The member will organize and participate in YMCA member and community outreach programs to encourage participation at the Y by lonely or isolated seniors.</p> <p>Member will conduct outreach to external organizations and other YMCA’s to promote the</p>	<p>10 workshops with 8 – 12 Y staff per workshop/per location.</p> <p>Member will collaborate with 6 – 8 community partners.</p>	<p>Capacity Building</p>

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## Site Orientation and Training

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Orientation at the Winston and Williams Y's and other YMCA's as the program is rolled out. Training in Listen First, Cause & Culture and Mental Health First Aid (the same training Volunteer Resiliency Coaches will attend).

## Member Benefits

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

1. **Living Allowance** in the amount of **\$14,279.00**.
  - a. The living allowance is not taxable, and taxes will be deducted directly from the living allowance.
  - b. The living allowance is not a wage. It is intended to provide for expenses a member incurs while actively serving and is not linked to the number of hours a member serves. A member who completes his/her term of service early or will receive the portion of the living allowance that would be provided for that period of participation under the program's living allowance distribution policy (a member who leaves in the first week (or first ½) of a pay period receives ½ a stipend; a member who leaves early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early will not be eligible for the remaining amount of their living allowance, either in "lump sum" or incremental payments. A member may not receive a living allowance if they are suspended by the program.
2. **Health Insurance.** If a full-time member is not currently covered by a health insurance program or loses coverage due to participation in the Program, they are eligible to receive limited health insurance through the program where they serve. Insurance coverage for full-time members begins after mandatory documentation is received and processed. Member insurance coverage does not cover family members and dependents.
3. **Child Care.** Child care subsidy, paid directly to the child care provider by a CNCS benefits administrator, GAP Solutions, is available to members who qualify. GAP Solutions distributes this allowance evenly over the term of service on a monthly basis. Members are responsible for locating their own child care providers. The amount of the child care subsidy that the member may be eligible for varies by state and may not cover the full cost of child care.
4. **Education Award.** Upon successful completion of the member's term of service, the member may be eligible to receive an education award from the National Service Trust. For successful completion of a full-time term (minimum of 1,700 hours), the member will receive a \$6,095 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.

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5. **Loan Forbearance Interest:** If the member has received forbearance on a qualified student loan during the term of service, and the member successfully completes the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. After a member is enrolled in e-grants by the Program Director, they may use the CNCS web-based system to apply for loan forbearance. The NHC is not responsible for following through with private lenders.

### Minimum NHC Member Qualifications

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In order to be eligible to serve in this position and in the NHC Program, a person must meet the following requirements:

1. Must be at least 18 years of age by the time training begins;
2. Must be a United States citizen or National or have a permanent resident visa;
3. Must have a high school diploma or an equivalency certificate (or agree to obtain a high school diploma or its equivalent before using an education award) and must not have dropped out of elementary or secondary school in order to enroll as an AmeriCorps member (unless enrolled in an institution of higher education on an ability to benefit basis and is considered eligible for funds under section 484 of the Higher Education Act of 1965, 20 U.S.C. 1091), or who has been determined through an independent assessment conducted by the Program to be incapable of obtaining a high school diploma or its equivalent;
4. Must have complied with all CNCS required criminal history checks including 1) a State Criminal Registry Check of the CNCS designated repository in both the state in which the program operates and the state in which the member resided at the time they applied to the program; 2) a nationwide fingerprint based FBI background check; and 3) a Department of Justice National Sex Offender Registry Check. The member understands that if the results of the required criminal history checks reveal that they are subject to a state sex offender registration requirement and/or have been convicted of homicide (1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> degree) they will be **ineligible** to serve in the Program. The member also understands they will have the opportunity to review and dispute the findings from the criminal history check.
5. Must submit valid forms of documentation to prove date of birth and citizenship/naturalization/resident alien status and must have a valid government issued photo identification;
6. Must disclose any history of having been released from another AmeriCorps program; failure to do so will render one ineligible to receive the education award;
7. Must submit evidence that they successfully completed any previous AmeriCorps terms, if applicable;
8. Must furnish all other documentation deemed appropriate by the program and host service site.

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## Site Member Qualifications

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Empathic, non-judgmental, comfortable working with seniors, respectful of senior members, good moral character, High School and/or College Education, self-starter, independent professional ethic, ability to engage community members, superior communication skills

## 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.

## 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)
- **Claire Watson-Irving, Director of Healthy Living Innovations**  
Email: [CWatson-Irving@fcymca.org](mailto:CWatson-Irving@fcymca.org)

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### Site Supervisor Signatures

By signing below, you acknowledge that you have read and understand the contents of this position description.	
<b>Host Site Supervisor Full Name (Print):</b>	
<b>Host Site Supervisor Signature:</b> _____	<b>Date:</b> _____
<b>AmeriCorps NHC Member Full Name (Print as listed on formal documentation):</b>	
<b>AmeriCorps NHC Member Signature:</b> _____	<b>Date:</b> _____
By signing below, you acknowledge that this position description was finalized/approved by the NHC Florida Site Director:	
<b>NHC Florida Site Director Full Name (Print):</b> _____	
<b>NHC Florida Site Director Signature:</b> _____	<b>Date:</b> _____