AmeriCorps Member Position Description

Position Title: AmeriCorps Health Care Coordinator/Patient Activities Coordinator

Service Location: Southampton Shelter Clinic- 112 Southampton Street, Boston, MA 02118
Transitions Treatment Center Clinic- 201 River St. Mattapan, MA 02126
Stacey Kirkpatrick House- 461 Walnut Avenue, Boston, MA 02130
Barbara McGinnis House– 780 Albany Street, Boston, MA 02118

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Mission: The mission of Boston Health Care for the Homeless Program (BHCHP) is to ensure unconditionally equitable and dignified access to the highest quality health care for all individuals and families experiencing homelessness in our community.

Service and Impact Summary: The AmeriCorps Men’s Health Care/Patient Activities Coordinator will facilitate activities, care coordination, and health education to individuals served by our clinic at Transitions and BMH with the goal of improving patients’ overall health and well-being. In their capacity as the Men’s Health Care Coordinator duties will include making referrals, finding resources, assisting patients with applications or enrollment steps, accompanying patients to external appointments, and more. Transitions is a treatment center that serves some of Boston’s highest need and most vulnerable individuals impacted by substance use, chronic disease, and behavioral health. The clinic provides the highest quality integrated primary care and addiction medicine with the goal of person centered and trauma informed care. The second half of this position will be dedicated to facilitating patient activities at BHCHP, a service that would not otherwise be provided to patients without the Member. The Member will develop this curriculum via a network of Patient Activities Leaders, as noted below. Additional duties include entering necessary information into the electronic medical record and maintaining close communication with case managers and clinical staff, as needed. In addition to these core responsibilities, the Member will fulfill marginal functions around patient education, managing volunteers, training, service projects, and data reporting. The AmeriCorps member will not provide health services related to prohibited items.

These AmeriCorps member service activities and functions do not duplicate or displace BHCHP employees or volunteers, and are contingent on continued funding from Massachusetts Service Alliance and the Corporation for National and Community Service.
Health Care Coordinator Essential Functions:

- Make referrals and provide resources to patients at the Transitions’ Clinic in need of services that support their overall health, including detoxes, transitional housing programs, food programs, transportation assistance, etc.
- Support patients in negotiating Social Security and Department of Transitional Assistance-related issues
- Assist patients with medical care access issues (making/keeping appointments, ensuring transportation to appointments, providing assistance to access prescriptions)
- Develop a care plan in collaboration with each patient. Provides input as appropriate to the development of an individualized care plan.
- Support coordination between the clinic at Transitions and South Hampton Street Shelter
- Facilitate transportation for identified patients
- Review screening and immunization history for patients and conduct outreach to ensure that patients access these services for improved quality measures

Patient Activities Coordinator Essential Functions:

- Supervise and communicate regularly with the volunteer Patient Activities Leaders (PALs)
- Train all new PALs before they get started
- Field requests for activities’ supplies; order, manage and organize supplies
- Solicit feedback on PALs’ needs
- Provide resources and ideas for creative activities
- Edit at least once a month the respite newsletter, “The McInnis Gazette”
- Determine the weekly activity plans for PALs
- Post and communicate with patients and staff throughout BMH and SKH through the weekly activities calendar
- Plan and promote special activities as they arise such as Bingo nights, haircuts, special holiday activities, etc.
- Serve as the main contact for Healing Paws volunteers working in BMH to provide therapy dog visits
- Implement new and creative ideas and programs for patients to join
- Schedule groups of community volunteers, typically on Saturdays

Marginal Functions:

- Provide health education, particularly around tobacco cessation, healthy eating, cancer screenings, and overdose prevention, to patients either one-on-one or in groups
- Develop health education materials, as necessary, including bulletin boards, flyers, handouts, brochures, etc.
- Organize health fairs individually or in collaboration with the team
- Facilitate volunteer groups on a rotating basis
- Participate in required trainings and service projects
• Participate in fundraising efforts to support Member-run patient education/support programs
• Serve as a general resource and advocate to patients
• Maintain all clients' privacy and confidentiality, adhering to HIPAA regulations and those policies as implemented by the BHCHP
• Update timekeeping system and Epic regularly to document hours and patient encounters respectively

Commitment requirements:
It is anticipated that the 2023-2024 year of service will begin September 5, 2023 and run through July 26, 2024.
The time requirement for this position is a minimum 40 hours/week; 1,700 hours required by the end of the term of service. The Member must serve for the length of program and meet the minimum hours served requirement to successfully complete their service year. Exact service hours will depend on the service location and assigned projects. Anticipated schedule of Monday – Friday 8:30 am – 5:00 pm, with occasional 11:00am – 7:00pm shifts, and rotating Saturdays.

Benefits:
For a 10 month full-time commitment and minimum of 1,700 hours of AmeriCorps service, members may be eligible to receive:
• A taxable living allowance of up to $29,000
• Loan forbearance
• If eligible, taxable Segal AmeriCorps Education Award of up to $6,095 upon successful completion of service
• Health benefits
• Child care benefits, if eligible
• Training and professional development opportunities
• Transportation stipend

BHCHP is committed to providing equal opportunities. We serve and partner with diverse organizations, and are dedicated to non-discrimination. It is our policy to ensure that all individuals with whom we are in contact are treated without regard to age, color, disability, gender, marital status, national origin, religion, sexual orientation or expression, or veteran status. BHCHP welcomes applications from individuals with disabilities and will make reasonable accommodations for interviews and for service upon request.