AmeriCorps Member Position Description

**Position Title:** AmeriCorps Health Care Coordinator/Patient Services Coordinator

**Service Location:** 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

**Content Supervisor:** Shannon Dolan, Director of Southampton Shelter Clinic, sdolan@bhchp.org
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**Reports to:** Katie Hayward, AmeriCorps Program Manager, khayward@bhchp.org

**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 Services 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. 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 Services at BHCHP. Patient Services are defined as activities which meet an immediate patient needs that is not medical in nature. Ultimately, Patient Services strives to increase a patient’s sense of dignity and community. The Member will do this by recruiting, organizing and supporting a network of volunteers, as well as communicating with patients and staff to develop programming as necessary. In addition to these core responsibilities, the Member will fulfill marginal functions around patient education, managing volunteers, publishing a patient newsletter, training, service projects, and data reporting. The AmeriCorps member will not provide health services related to prohibited items.

These AmeriCorps member service Services 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 Services Coordinator Essential Functions:

- Supervise and communicate regularly with the volunteer Patient Services Leaders (PSLs)
- Train all new PSLs before they get started
- Field requests for Services’ supplies; order, manage and organize supplies
- Solicit feedback on PSLs’ needs
- Provide resources and ideas for creative Services
- Work with patients and staff to develop new programming as needed
- Edit at least once a month the respite newsletter, “The McInnis Gazette”
- Determine the weekly activity plans for PSLs
- Post and communicate with patients and staff throughout BMH and SKH through the weekly Services calendar
- Plan and promote special Services as they arise such as Bingo nights, haircuts, special holiday Services, 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.