

MEMBER POSITION/TITLE

- **NHC Position Title:** Outreach Coordinator
- **Host Site Position Title:** Older Adult Program and Services Coordinator

AMERICORPS PROGRAM

Program: National Health Corps

NHC City: Pittsburgh

HOST SITE NAME & LOCATION

Allegheny County Health Department Traffic Safety Education Project
Hosanna House | 807 Wallace Ave | Suite 204 | Pittsburgh 15221

ORGANIZATION DESCRIPTION & MISSION

The mission of the Allegheny County Health Department (ACHD) is to protect, promote, and preserve the health and well-being of all Allegheny County residents, particularly the most vulnerable. ACHD strives to support healthy behaviors, improve environmental health and build a culture of health in all 130 municipalities within the county.

MEMBER POSITION PURPOSE

The purpose of member service is to connect residents programming of the Allegheny County Health Department. It is directly serving seniors through safety and health education, while empowering them to access to services that secure their independence in transportation throughout their lifetime. While evaluating the geographical distribution of programming and accessibility of information, this proposed member service not only considers whether seniors are receiving the information but also whether the Allegheny County Health Department is systematically reaching older adults as they age in place and remain in their own homes. Specifically, this proposed service examines quality of programming, outreaches to older adults where they are, and connects them to institutions and programs to empower their independence.

MEMBER TERM OF SERVICE

This is a full-time AmeriCorps national direct service position. To fulfill this position, the member will:

- complete 46 weeks of service;
- complete a minimum of **1,700** hours of service during their service term between hours served at their host site, hours served with NHC Program, and optional pre-approved hours served in the community.
 - A maximum of 20% of the aggregate total hours may be designated as training.
 - A maximum of 10% of the aggregate total hours may be designated for pre-approved fundraising activities.
 - Member must satisfactorily complete Pre-Service Orientation (PSO) and service assignments as defined in their position description and determined by NHC Program Staff.

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SITE CONSIDERATIONS

Is your site accessible via public transportation (if yes, what line/route)?:

Host Site is accessible by public transportation – (61A, 67, 68, 69, 71, 71C, 71D, 78, 79, 86, P1, P12, P16, P2, P3, P67, P68, P69, P7, P71, P76, P78)

Does this position require the use of a personal vehicle? Note: Host Sites are responsible for the reimbursement of site-related travel. This may be either bus fare or mileage reimbursement as well as parking and/or tolls.

- Yes, a personal vehicle is recommended to get to position location. There is an expectation that the member will be able to travel to different parts of Allegheny County to deliver programming.
- Personal vehicle must be used for Host Site service activities. As stated in Host Site MOA, mileage will be reimbursed by Host Site for required travel during the service day, outside of regular transportation to the host site.

Organization dress code:

Business casual – no jeans or flip flops; Expected attire is clean without holes and includes sweaters, dress pants (trousers, slacks, khakis), dresses, skirts, blouses (of modest length), and shoes.

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- Monday-Friday, 8:30am-4:30pm; 3-4 hours on Saturday and Sunday twice per quarter
- 38 hours
- We have flexibility to extend hours per day and often send members to weekend events.
- Members will follow holidays consistent with other ACHD employees.

MEMBER ROLE/DESCRIPTION OF DUTIES:

The proposed NHC member role will be interacting with residents of Allegheny County to empower community members ability to remain in their own homes with the same or improved quality of life for as long as possible. The NHC member will be informing residents about available educational resources, increasing programming capacity, systemizing community outreach, and directly addressing the needs of older adults by presenting educational resources to this community. Additionally, since transportation is intrinsically linked to independence and quality of life, this proposed NHC role significantly impacts older adults in real time while planning for their future. The member will be working directly with vulnerable populations with guidance provided by ACHD's Community Health Needs Assessment and other data.

Position Responsibilities:

- 1) Coordinate communication of healthcare and public health programs and services for older adults
 - Linking residents to programs and services and assisting with social service navigation for programs specifically provided by the Allegheny County Health Department including immunizations, falls prevention, traffic safety education, chronic disease prevention and management, Plan for a Healthier Allegheny Transportation working group
 - Connect residents to partners, including PennDOT, Age Friendly Greater Pittsburgh, American Automobile Association (AAA), American Association of Retired Persons (AARP), and law enforcement

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- 2) Outreach to older adult residents throughout Allegheny County.
- Communicate with senior centers, senior residences, and caregiver organizations to present transportation information for older adults
 - Present Injury Prevention and transportation information to senior health expos
- 3) Evaluate program reach related to older adults
- Plot geographical reach and consider highest need areas for future programming
 - Assess and redesign communication materials

PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE	MEMBER OUTPUTS	NHC PERFORMANCE MEASURE(S) THIS ACTIVITY FALLS UNDER (if any)
<p>Outreach to Older Adults (70%)</p>	<ul style="list-style-type: none"> • Member will provide information, education, and social service navigation on ACHD programs and services and traffic/transportation safety to older adults (existing in the Older Adult Programming within Allegheny County’s 130 municipalities). <ul style="list-style-type: none"> ○ Member will contact and maintain relationships with senior centers, senior residences, and caregiver organization to present information for older adults ○ Member will be an Allegheny County liaison at community events, including tabling events or community info sessions. ○ The member will keep current on older adult data and trends by subscribing and reading 	<ul style="list-style-type: none"> • Member will assist 15-30 older adults per month in connecting to services/programs provided by ACHD • Member will provide safety/traffic education to 15-30 older adults per month • Member will collect interested older adult participants contact information and pair them with a program in their area. • Member will represent ACHD at 2 older adult focused community fairs • The member will facilitate four (4) older adult programming sessions, including Older Adult Transportation presentations, CarFit, or Matter of Balance programming. • The member will create a monthly Older Adult social media post, 	

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	<p>newsletters, webinars, and other trainings and educational sessions. The member will use this information to educate other ACHD providers, as well as the community.</p> <ul style="list-style-type: none"> ○ Member will revise current curricula focused on Injury Prevention and implement with older adult programming services ○ Member will maintain social media platform <ul style="list-style-type: none"> ● Member will connect this population to these ACHD programs and services including immunizations, falls prevention, traffic safety education, chronic disease prevention and management, and Plan for a Healthier Allegheny Transportation working group. ● Develop strategy for outreach to ACHD older adult programming 	<p>highlighting on a timely safety initiative or other communications campaign.</p> <ul style="list-style-type: none"> ● The member will develop one outreach strategy for ACHD Older Adult Programming 	
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<p>ACHD Older Adult Programs and Services Liaison (30%)</p>	<ul style="list-style-type: none"> • Member will act as a liaison for ACHD older adult programs and services bridging the gaps in older adult services in Allegheny County. <ul style="list-style-type: none"> ○ Member will connect programs and services provided by ACHD to Older Adult Programs within Allegheny County’s 130 municipalities ○ Member will coordinate meetings and communication between ACHD programs that serve older adults ○ Member will provide data updates on emerging trends, data, and information to ACHD Older Adult staff • Member will develop, review, and update resources and communication materials to further outreach/mitigate gaps in care for older adults <ul style="list-style-type: none"> ○ Member will list and map current ACHD programming, illustrating opportunities and gaps. ○ Member will review current older adult programming, including materials and handouts, available within the PennDOT District 11 service area. ○ The member will keep current on older adult data and trends by subscribing and reading newsletters, webinars, and other trainings and educational 	<ul style="list-style-type: none"> • Member will establish relationships with and connect at least 2 older adult programs per month to ACHD services • Coordinate quarterly meetings and ongoing communication between ACHD programs that serve older adults with the goal of information and resource sharing • Member will provide data updates on emerging trends, data, and information to ACHD Older Adult staff monthly. • The member will create two older adult distribution lists; one for living facilities and one for activity centers for outreach of materials • The member will develop a map to provide Older Adult programming in 130 Allegheny County municipalities • The member will review 4 sections of outreach materials and update as necessary. 	
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	<p>sessions. The member will use this information to educate other ACHD providers, as well as the community.</p>		
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SITE ORIENTATION AND TRAINING

- Briefly describe the orientation process at the site for members
 The orientation process for new staff and members includes an orientation checklist, introduction to all staff, building tour and meetings with key contacts, including administrative, that the member will be interacting with on a regular basis. The orientation process also includes review of materials that will be prepared by the prior year member to orient the new member to their role. We follow the orientation process for new employees of the CDP for new NHC members that are working in the CDP.
- Identify the professional, personal, or service-related member development activities and training that a member might engage in during and in addition to their service.
 There are two program-specific trainings the member will participate. The member will participate in trainings to become a Matter of Balance coach as well as a CarFit technician. These trainings will directly help educate the member and they will use learned skills to complete the position duties. ACHD staff and site supervisors will work with the member in the following areas:
 - Customer service skills
 - Phone etiquette
 - Working with families and agencies for outcomes
 - How to facilitate group meetings
 - Community outreach strategies
 - Building Stakeholders and obtaining community feedback
 We will also identify opportunities for training as they become available. The member will also have the opportunity to participate in workshops and other professional development opportunities in their specific content-related focus area.

SITE MEMBER QUALIFICATIONS

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- Outgoing, excellent rapport with older adults, strategic communicator, flexible, independent worker, vocal about personal needs
- Bachelor's Degree (four-year college or technical school) Required
 - Field of Study: Major course work in communication, public/community health, education, journalism, or related fields
- Experience: Training gained through graduation from a four-year college or university with major course work in communication, public/community health, education, journalism, or related fields

MEMBER BENEFITS

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

1. **Living Allowance** in the amount of **\$13,992.00**.
 - a. The living allowance is 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 exits his/her term of service early 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 exits early in the first week (or first ½) of a pay period receives ½ a stipend; a member who exits early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early (i.e. not completing 46-weeks of service AND a minimum of 1,700 hours) 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.** A 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 (46 weeks and a minimum of 1,700 hours), the member will receive an Education Award. The member understands that they 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

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

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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 (1st, 2nd or 3rd 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.

EVALUATION AND REPORTING

All NHC members are given a written performance review by both their host site supervisor and NHC Program Director at the mid-term and end of their term of service. Performance reviews are 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 appeal to their Program Director according to the grievance procedure outlined in the Member Handbook.

NHC members will be evaluated according to the following criteria:

- a. Whether the member has satisfactorily completed service assignments, tasks and/or projects;
- b. Whether the member has met any other NHC expectations which have been clearly communicated orally and/or in writing throughout the service term;
- c. The member's ability to establish and maintain positive interpersonal relationships;
- d. Whether the member has completed or is on track to complete the required number of hours outlined in their member contract.

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-amicorps-members>

AMERICORPS BRANDING AND MESSAGING

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For guidance on AmeriCorps branding and messaging, please refer to the below link:

<http://www.nationalservice.gov/documents/ Americorps-state-and-national/2015/ Americorps-branding-and-messaging-guidance>

NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION

- Irving Torres | Program Director, NHC Pittsburgh | irving.torres@alleghenycounty.us or 412-578-2314
- Nicole Barnett | Traffic Safety Education Project Program Coordinator | nicole.barnett@alleghenycounty.us or 412-247-7962

Host Site Assurances

By signing below the Host Site is confirming the following:

- The position description activities do not put member(s) at risk for exceeding the limitations on allowable fundraising activity as outlined in requirements of 45 CFR §§ 2520.40-.45? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- The position description activities do not violate the AmeriCorps supplementation restrictions as outlined in requirements of §2540.100 accessed via http://www.ecfr.gov/cgi-bin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- The member will receive no more 20% of the aggregate total of service hours designated as training as outlined in requirements of 45 CFR §2520.50? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- The member position activities follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). http://www.ecfr.gov/cgi-bin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- The member will not engage in AmeriCorps prohibited activities as outlined in 45 CFR §2520.65? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

By signing below, you acknowledge that you have read and understand the contents of this position description

Host Site Supervisor Full Name (Print): Nicole R. Barnett, Traffic Safety Program Coordinator

Host Site Supervisor Signature:

Date:

To be completed during PSO:

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

AmeriCorps NHC Member Signature:

Date:

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By signing below, you acknowledge that this position description was finalized/approved by the NHC Operating Site Director:

NHC Operating Site Director Full Name (Print): Hannah E. Hardy, Chronic Disease Program Coordinator

NHC Operating Site Director Signature:

Date: