



AmeriCorps Member Position Description

Position Title: AmeriCorps Child and Family Health Coordinator

Service Location: 1785 Columbus Ave, Suite 200, Roxbury, MA 02119-1041

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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: Boston Health Care for the Homeless Program (BHCHP) is a non-profit, community health center that provides primary care and behavioral health services individuals and families experiencing homelessness. Our patients face numerous barriers to appropriate health care, including social disenfranchisement, financial limitations, lack of transportation, and cultural and language barriers.

Child Development and Health Coordination: Among the most vulnerable of the patients we serve are children who are living at family shelters and motels with their parents. Homeless children have many experiences that interfere with their ability to maintain consistent connection to health care providers, including multiple moves prior to homelessness and disruptive separations from family and community supports when placed in shelters or motels far from their community of origin. In addition, many have faced environmental stressors including sub-standard housing, exposure to violence in their homes or communities, and school disruptions.

As a result, homeless children are often faced with complex medical, developmental, and behavioral challenges. However, because of the pressing concerns faced by their families (e.g. food insecurity, physical safety) screening for health care needs often is not an urgent priority. For the past several years, the Family Team has worked to create a system for screening children 0-17 for behavioral/developmental concerns. The AmeriCorps member will be responsible for updating and refining this system.

With the completion of the BHCHP Family Health Clinic, the Family Team is now able to offer pediatric primary care. The AmeriCorps will work with Family Team medical providers to ensure all children seen across the program, and in particular BHCHP primary care patients, are receiving the standard of care as per the American Academy of Pediatrics. The AmeriCorps may develop screening protocols for physical health issues, immunization needs, dental needs, and social determinants of health, and assist the family in obtaining resources to address identified needs. The AmeriCorps would identify strategies for conducting these screenings, either remotely or in person, and developing systems by which these could be implemented.



High-Risk Family Care Coordination: The Member will provide intensive Care-Coordination services to a small caseload of families who face particular barriers to accessing appropriate care and resources. This will include making referrals, finding resources, assisting patients with applications or enrollment steps, completing home visits, and more. The Member will also provide general health education to patients based on the needs and issues they present with.

Additional duties include entering necessary information into the electronic medical record and maintaining close communication with clinic staff. 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.

Essential Functions:

Child and Family Health Care Coordination:

- Collaborate with Family Team Staff to screen children experiencing homelessness for mental health, social determinants of health, and educational needs
- Assist in identifying and accessing resources to meet these needs.
- Communicate amongst team members to ensure appropriate follow-up
- Document screening results in Epic, collaborate with clinic staff to ensure that follow up is documented
- Conduct monthly chart reviews and generate quality reports for all Family Team sites related to screening
- In collaboration with the pediatric providers, identify children in need of more intensified medical support and assist in addressing their barriers to care
- Review screening and immunization history for Family Team pediatric patients and conduct outreach to ensure that patients access these services for improved quality measures.
- Maintain all patients' 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
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High-Risk Family Care Coordination:

- Participate in the care of high-risk, complicated parents and children residing in DHCD funded shelter sites, residential treatment programs, and Horizon's Daycare
- Complete an in-depth family assessment, identifying needs and strengths of the family
- Develop a care plan in collaboration with each patient. Provides input as appropriate to the development of an individualized care plan.
- Identify patient's health, mental health, social and educational needs and assists in identifying and accessing resources to meet these needs.
- Assist patient in securing appropriate entitlements.
- Provide each patient with information concerning the availability of resources and supplementary services within the community and facilitates access to them (i.e.: transportation, food access, recreation, etc.).
- Facilitate the patient's ability to make and keep health care appointments. Provides transportation assistance, phone cards and materials as needed.
- Accompanies patients to appointments for health care and other support resources when needed.
- Meet with each patient on an individualized schedule based upon their needs assessment to evaluate progress, update case management plan and provide support.
- Establish ongoing communication as needed with medical, social services, daycare, and shelter providers.
- Maintain all patients' privacy and confidentiality, adhering to HIPAA regulations and those policies as implemented by the BHCHP.
- Timely and accurate documentation of all patient encounters in the computerized record.

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
- Assist with taking vital signs on Tuesdays and Thursdays from 8:30am-1pm
- Provide families with support via co-facilitation of parent support groups with Family Team staff
- Provide families with information concerning available services and community resources through the planning and facilitation of health fairs, information sessions, and individual meetings
- Create quality-driven and culturally affirming health promotion materials, including bulletin boards, pamphlets, and hand-outs. Topics may include tobacco cessation, healthy eating, cancer screenings, overdose prevention, and additional topics.
- Organize health fairs individually or in collaboration with the team potentially across all the Family Team sites
- Attends Family Team and site-specific meetings
- 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



Qualifications:

- Must be 18 years of age or older, as required by BHCHP
- Must have a High School diploma or GED
- Must be a US Citizen, US National, or Permanent Resident
- Experience with/ or interest in volunteerism and community engagement
- An understanding of multicultural issues, substance use, mental health and the complex health problems of patients experiencing homelessness
- Bilingual Spanish is strongly preferred

Commitment requirements:

It is anticipated that the 2022-2023 year of service will begin September, 6 2022 and run through July, 28 2023. 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 \$20,000
- 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.



BOSTON HEALTH CARE *for*
the HOMELESS PROGRAM



MASSACHUSETTS
SERVICE ALLIANCE