



AmeriCorps Member Position Description

Position Title: OneCare Housing Specialist/Transitions Care Coordinator

Service Location: Jean Yawkey Place – BMC Clinic, 780 Albany Street, Boston, MA 02118
Transitions Treatment Center Clinic- 201 River St. Mattapan, MA 02126

Content Supervisor: Michael Mayer, Housing Team Coordinator, mmayer@bhchp.org
Shannon Dolan, Director of Southampton Shelter Clinics, sdolan@bhchp.org

Reports to: Katie Hayward, AmeriCorps Program Director, 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 OneCare Housing Specialist/Transitions Care Coordinator will facilitate care coordination, link to resources, housing support, and health education to individuals served by our clinic at Transitions and our One Care Team with the goal of improving patients' overall health and well-being. BHCHP serves individuals and families experiencing homelessness or housing insecurity, which contribute significant barriers to health care. In their capacity as the OneCare Housing Specialist the AmeriCorps will assess OneCare patients referred by case managers for their housing needs. In collaboration with patients and housing program staff, the AmeriCorps OneCare Housing Specialist will assist patients in applying to housing options and will manage all follow up communications. The Member will become familiar with the housing systems in Boston by serving as a liaison to community resources. The Member will provide direct care coordination for patients navigating the complex housing system, providing increased promotion of existing resources and creating new materials and processes including data collection that tracks the number of patients that received assistance with housing searches and were successful in moving into new housing opportunities. The second half of this position will be dedicated to the Transitions Treatment Center Clinic, in their role as the Transitions Care Coordinator the AmeriCorps member 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. 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.



Housing Coordinator Essential Functions:

- Perform housing assessments to identify and facilitate appropriate referrals to housing resources in the greater Boston area for OneCare patients referred by OneCare case managers
- Serve as a resource to staff, patients and community liaisons for housing services
- Collaborate with the program housing specialist on program-wide housing initiatives
- Participate in case conference meetings with other housing staff members
- Develop and facilitate weekly housing readiness/life skills sessions for patients through a combination of tabling, one-on-ones, or groups
- Update timekeeping system and Epic regularly to document hours and patient encounters, respectively
- Connect respite patients to long term, outpatient case management for continued housing support
- Facilitate housing trainings for on-site staff

Transitions Care Coordinator Essential Functions:

- Make referrals and provide resources to patients at the Transitions's 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

Marginal Functions:

- Develop health education materials, as necessary, including bulletin boards, flyers, handouts, brochures, etc.
- Participate in required trainings and service projects
- Participate in fundraising efforts to support Member-run patient education/support programs
- 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

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 Alien
- Experience with/or interest in volunteerism and community engagement
- An understanding of multicultural issues, substance use, mental health, social and racial justice, and the complex health problems of patients experiencing homelessness
- Bilingual Spanish is preferred

Commitment requirements:

It is anticipated that the 2021- 2022 year of service will begin ---and run through -----.

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 one-year 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.

