



CalLEN-LORDE

NEW YORK STATE AMERICORPS MEMBER POSITION DESCRIPTION

Member Position / Title: Patient Education Associate

of Member Slots in this Position: 1

Member Immediate Supervisor Name: Massiel Clark

Position Start Date: Rolling

Supervisor Title: Nursing Manager

Position End Date: Rolling

Days / Hours of Service:

M-F 40 hrs/week, hours vary by Center hours and outreach events. Some evenings and weekends may be required based on planned health education events or activities.

Host Site Agency Name: Callen-Lorde Community Health Center

Address: 356 West 18th Street (between 8th and 9th Ave)

City: New York, NY **Zip Code:** 10011

Callen-Lorde Community Health Center Mission:

Callen-Lorde Community Health Center provides sensitive, quality health care and related services primarily to New York's lesbian, gay, bisexual, and transgender communities -- in all their diversity -- regardless of ability to pay. To further this mission, Callen-Lorde promotes health education and wellness and advocates for gay, lesbian, bisexual, and transgender health issues.

Patient Education Program Mission and Goals:

Callen-Lorde's Patient Education Program is designed to disseminate comprehensive health information to Callen-Lorde patients that is specific to the needs and interests of our patient population. This program is focused on providing diverse opportunities outside of patients' regularly scheduled appointments to learn more about their health. The cornerstone of our program is to make strides in health literacy initiatives and empower each patient to understand more and be more proactive about their health.



Member Position Summary:

The Patient Education Associate will work directly with the Nurse Manager and the Outreach Coordinator to implement educational strategies with a specific focus on LGBT health priorities. The Patient Health Education Program works to educate patients, staff, and the community on health education issues both in general and specific to the LGBT community.

The Patient Education Associate will conduct health education directly through: engaging patients through internal health-focused tabling in Callen-Lorde's lobby and externally. They will assist in planning and implementing health awareness projects and patient education campaigns, including assisting the Nurse Manager and Outreach Coordinator in planning for and facilitating patient group health education classes and workshops. Additionally, responsibilities will include health education research as well as materials development and dissemination as they relate to the health topics of tabling events and workshops that the Patient Education Associate will be staffing. The Patient Education Associate may also assist with other community outreach, education activities, and miscellaneous projects as needed to make the program successful.

Necessary Training or Training Plan to be implemented prior to Member Placement:

- HIPAA, particularly as it relates to HIV confidentiality
- Cultural Competency & LGBT Sensitivity
- Health Literacy
- Group Facilitation
- Community Outreach
- Health Care Services

Member Impact:

The AmeriCorps member placed in this position will play a critical role in ensuring that all Callen-Lorde patients as well as other community members, have access to appropriate and informative health education literature as well as more extensive and comprehensive educational opportunities. Through this work, the AmeriCorps member will help to reduce barriers the LGBT community faces when accessing health care services and information and will directly impact the health literacy of our patient population.

Essential Functions of Position:

1. Research information and develop health education materials related to LGBT community health needs.
2. Provide health education and materials dissemination at workshops and tabling events with a specific focus on LGBT health issues. This will include constructing bulletin board and/or lobby displays and possibly drafting content for Callen-Lorde's website and social media outlets in coordination with predetermined health awareness campaigns.
3. Oversees and facilitates all group health education classes and workshops on a variety of preventive and healthy living topics.
4. Holds training sessions for staff and patients alike on overdose prevention and substance abuse intervention and counseling.
5. Manages all health education materials (i.e. literature, brochures, etc.) that are available in patient waiting areas and exam rooms, on the website, and through the electronic health records system.



6. Monitors and approves all signage that is displayed around the health center, including posters, flyers, brochure racks, and the community board.
7. Reviews all literature given to or available for patients to ensure that it is written/presented in a manner that meets appropriate health literacy standards.
8. Represent Callen-Lorde at and/or attend professional conferences, in-service trainings, and meetings at the request of or with the approval of the site supervisor.
9. Assist Nursing Administration, as well as the Patient Education Program as a whole, with additional health education, administrative, and program-related duties and projects as needed.
10. Perform other duties as assigned by supervisor to maintain the efficiency and effectiveness of patient education services.

Required Knowledge, Skills, and Abilities:

Personal Characteristics, Skills, and Abilities

1. Commitment to the mission of Callen-Lorde Community Health Center.
2. Ability to work effectively with diverse populations, including lesbian, gay, bisexual, and transgender (LGBT) communities.
3. Demonstrate knowledge of health education and/or HIV/AIDS, STIs and transmission risks.
4. Ability to work independently and take initiative on new projects.
5. Ability to work within a team-based structure.
6. Flexibility to changing priorities, resourcefulness with limited resources
7. Strong communication and interpersonal skills
8. Bilingual (Spanish/English) is preferred, but not required
9. Computer literacy preferred

Required Academic and Experience Qualifications:

Education, Experience

1. College degree (BA/BS) in health/social services or science discipline preferred; or equivalent experience.
2. Experience in health education, health care service delivery or social services preferred.
3. Experience with group facilitation, curriculum planning, and health promotion strategies preferred.
4. Experience working with sexual health preferred

