



NEW YORK STATE AMERICORPS MEMBER POSITION DESCRIPTION

Member Position / Title: Patient and Community Educator

of Member Slots in this Position: 10

Member Immediate Supervisor Name: Caitlin Walker

Member Immediate Supervisor Title: Training and Education Manager

Dates: Fall 2019 - Summer 2020

Days / Hours of Service: Monday – Friday 9-5 (occasional Saturdays and evenings)

Host Site Agency Name: Community Healthcare Network

Address: 60 Madison Avenue, 5th Floor

City: New York, NY **Zip Code:** 10010

Organization/Agency Mission and/or Goals:

Community Healthcare Network (CHN) is a not-for-profit organization that provides access to quality, culturally competent and comprehensive community-based primary care, mental health care and social services for diverse populations in underserved communities throughout New York City. CHN offers a broad selection of services and programs for people of all ages. Our community health centers, offices, and mobile unit are located in the boroughs of the Bronx, Brooklyn, Manhattan and Queens. Our services are completely confidential and as a network of Federally Qualified Health Centers, we do not turn anyone away. We take care of individuals and families who might otherwise have little or no access to basic health care. Through our comprehensive medical services, outreach programs, and education programs, CHN serves more than 85,000 individuals a year at 12 Federally Qualified Health Centers (FQHCs).

Program Mission and/or Goals:

The Patient and Community Educator will report to the Training and Education Manager. The goal of this program is to provide education and support to patients and community members in various ways. We aim to increase insurance enrollment and help patients navigate traditionally challenging aspects of healthcare including referrals, paperwork and health information. Members also canvas neighborhoods to identify businesses and community members to train in identifying and reversing opioid overdoses and providing Narcan kits. Additionally, CHN participates in the Reach Out and Read program which is an evidence-based program that promotes early literacy and school readiness in pediatric exam rooms nationwide by giving new books to children and advice to parents about the importance of reading aloud.



Community Need:

According to the CDC “from 1999 to 2017, more than 200,000 people [in the US] died from overdoses related to prescription opioids, with more than 17,000 prescription opioid overdose deaths occurring in 2017. Overdose is not the only risk related to prescription opioids. Misuse, abuse, and opioid use disorder (addiction) are also potential dangers. Anyone who takes prescription opioids can become addicted to them.” CHN works to combat the opioid epidemic with our Opioid Addiction Services program. The AmeriCorps member directly contributes to this program by conducting educational presentations to both community members and patients and distributing life-saving Narcan kits.

Additionally, In 2018, 12.34% of CHN's patient population was uninsured. The Patient and Community Educators play a crucial role in educating people about and enrolling people in health insurance. Access to insurance can drastically impact the lives of CHN's patients. Having health insurance helps improve patient health and avoid medical debt. Insurance also allows patients to access CHN's Suboxone program to treat opioid addiction.

Member Position Summary:

The Patient and Community Educator will help patients navigate the health center and the care that they receive. They will help screen people for insurance eligibility, make appointments for referrals, assist patients in use of the kiosks. They will also design and facilitate waiting room presentations around various health topics commonly found in the communities served by CHN including opioid abuse and Narcan interventions.

They will also implement the Reach Out and Read program by reading to children in center waiting areas to promote early literacy and model reading aloud for parents. They will conduct presentations at our school-based health centers in order to help link patients to care and they will help with health fairs and table events as needed. Members will also participate on behalf of CHN in external educational and tabling events throughout the city.

Necessary Training or Training Plan to be Implemented Prior to Member Placement:

The majority of the member's first month will be spent training and shadowing to gain the knowledge needed for their role. The Patient and Community Educator will complete online Reach Out and Read Training as well as new hire orientation and Health Literacy training provided by CHN. The member will also receive organization and program orientation, including but not limited to infection control, HIPAA, emergency preparedness, cultural competency, diversity, ethics and corporate compliance. They will complete training for ReferWell and the New York State marketplace. The member will also have access to a range of trainings through CHN and Mount Sinai's DSRIP partnership.

Essential Functions of Position:

- Help patients determine Medicaid eligibility and enroll in Medicaid.
- Conduct community Narcan trainings
- Aid patients with paperwork and navigating kiosks
- Assist with needs assessments, patient satisfaction surveys, and focus groups as needed.
- Provide health education to patients at the health center through tabling and materials dissemination, and group facilitation and presentations.
- Implement the Reach Out and Read program and read to children in center waiting areas to promote early literacy and model reading aloud for parents.
- Help administer the health literacy coaching program.



- Promote monthly health themes.
- Work to strengthen patient understanding of health information and self-management skills.
- Collaborate with multi-disciplinary team, including clinical and non-clinical, and work with other team members to provide education and care to patients.
- Assist patients with the referral process.
- Administer Retina-View testing.
- Participate in departmental and organizational performance improvement activities.
- Other activities as needed.

Required Knowledge, Skills, and Abilities:

- Public speaking; must be comfortable giving presentations in front of groups of people.
- Ability to take initiative on projects at clinics.
- Strong interpersonal skills and experience working in teams.
- Good organizational skills and ability to work independently on projects in a timely fashion.
- Ability to interact and develop relationships with diverse groups, including health center staff, health services agencies, and families.
- Ability to be flexible, creative, and work cooperatively in a busy, multifaceted health care environment.
- Comfortable navigating nyc, this job requires extensive travel throughout nyc.
- Bilingual a plus! Spanish, Bengali or Creole are most needed.
- Computer proficient.

Required Academic and Experience Qualifications:

Required academic qualifications are a Bachelor of Arts or Bachelor of Science degree. Experience and/or interest in community health care, education and/or literacy.

Does the AmeriCorps member serving in this position have recurring access to vulnerable populations?

No Yes

See the following link for AmeriCorps Criminal Background Check requirements for members having recurring access to vulnerable populations. <http://www.newyorkersvolunteer.ny.gov/NationalService/AmeriCorps.aspx#acLinks>

