



NeighborHealth 



NeighborHealth AmeriCorps Member Service Position Description First Year

The NeighborHealth AmeriCorps program is an initiative that supports efforts to build a strong and diverse Public Health workforce.

NeighborHealth is a comprehensive health care organization committed to providing the highest quality, culturally and linguistically sensitive, coordinated health care and social services to every patient, regardless of their ability to pay.

The AmeriCorps opportunities at NeighborHealth provide an opportunity for members to serve an underserved community while exploring the field of community health including preventative and primary care, disease prevention, education and social determinants of health needs.

Service Position Title: AmeriCorps_Primary Care Connector- First Year

Service Description: The AmeriCorps Primary Care Connector (PCC) will have the unique opportunity to make a profound impact on the lives of underserved individuals and families acting as an extension of the clinical team. The PCC will actively engage patients living with complex and/or chronic medical and behavioral health conditions in their care through outreach, education, and engagement in preventative cancer screenings as well as screening patients for Social Determinants of Health needs, identifying appropriate support services and navigating access barriers.

Essential Functions:

Includes a combination of the following:

- Complete Social Determinant of Health screenings.
- Determine eligibility for community resources.
- Provide assistance to patients with identified barriers (i.e. language, literacy) to complete forms such as: Disability, DTA benefits, Food assistance, transportation.
- Act as a resource for Primary Clinical Care teams for community resource information and educate how to access on internal database.
- Track all patient encounters in EPIC medical record system and identified tracking systems.
- Close the chronic disease and preventative care gaps through close examination of care gap specific patient lists and review of associated medical charts.
- Use motivational interview skills to determine patients' motivation and confidence to close gaps in care.
- Provide over the phone education about cancer screening options, identify barriers to screening and assist as appropriate with breaking down barriers and scheduling.
- Provide follow up support for patients who are referred for cancer screenings outside of the health center.

NeighborHealth is an equal opportunity organization and prohibits all forms of discrimination and harassment based on race, color, national origin, gender, age, religion, sexual orientation, disability (mental or physical), gender identity or expression, political affiliation, marital or parental status, pregnancy, reprisal, genetic information. Reasonable accommodations for applications, interviews and service will be provided to all individuals with a permanent or temporary disability.



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- Update health maintenance and care gap alerts in EPIC.
- Uses MyChart and texting platforms to communicate with patients.
- Monitor all cancer screening results (normal, abnormal, and incomplete) and initiate follow up.
- Participate in professional development and team trainings to further the understanding of community resources and the intersections of social justice and community health work.
- Participate in planned team community service activities at local Community Based Organizations

Marginal Functions:

- Provide health education on topics such as healthy eating and cancer screenings to patients either one-on-one or in groups.
- Develop multilingual patient handouts for education and resource awareness.
- Participate in community events to educate on the importance of cancer screenings and community resources.

Qualifications:

- Must be 18 years or older
- Must be a US Citizen, US National, or Permanent Resident
- Bachelor Degree preferred, Associates Degree and Lived Experiences considered
- English proficiency
- Ability to verbally communicate in Spanish with ease
- Working knowledge of Microsoft Office products (Excel, Word, Power Point)
- Must be willing to undergo a National Service Criminal History Check, including screenings through the National Sex Offender Public Website, a name-based search of the statewide criminal history registry both in Massachusetts and your state of residence upon application to our program (if not Massachusetts), and a fingerprint based FBI check.
*Eligibility to serve is contingent on the results of this screening

Member Schedule

- Monday – Friday 8:30-5:00 for full-time
- Follow NeighborHealth holiday schedule EXCEPT: will serve on Martin Luther King Day
- Occasional weekend hours for special activities

Site location: 10 Gove Street, East Boston MA 02128

Term of Service:

- Full time (average of 35 hours weekly) term of service to complete a minimum of 1700 hours over the course of 11 months.

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Benefits:

- Taxable annual living allowance stipend of up to \$30,600.00 for full-time term of service. (\$1,275.00 paid biweekly) **Term of service is 1700 hours over 11 months
- Monthly MBTA pass or travel expense stipend of the equivalent
- Segal AmeriCorps Education Award of up to \$7,395 for successful completion of the full-time term of service.
- Earn a **Fundamentals in Public Health Certificate** from The Center for Disease Control and AmeriCorps
- Access to hundreds of public health training modules in CDC TRAIN.
- \$100 training allowance
- Healthcare coverage as needed
- Childcare coverage for qualified members
- Student loan forbearance and interest payments for qualified loans
- Service year qualifies towards Public Service Loan Forgiveness program
- Ability to join robust national network of AmeriCorps Alums post service

Reasonable accommodations can be made at any time during the application process or during service. To request an accommodation, contact NeighborHealth's Human Resources Department at (617) 568-4480.

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