

MPCA HealthCorps

AmeriCorps Member Service Opportunity Description

Service Position Title: HealthCorps Service Member

Service Location: On-site at various Community Health Center Locations in Michigan.

Service Impact: Promote healthy communities by connecting low-income and medically underserved populations to primary health care services through Community Health Centers across Michigan. Outreach and engage Medicaid Health Plan members (beneficiaries) with their primary care provider and make referrals to community resources to improve access and utilization of care. Members participate in COVID-19 related relief efforts as pre-approved by the Michigan Community Service Commission.

Immediate Supervisor/Title: Varies by site [Site Level Supervisor]

Service Position Summary: The AmeriCorps Members will use prioritized member lists from Medicaid Health Plans to make individualized outreach attempts using a variety of methods (phone calls, letters, texting, and face-to-face connections as feasible/appropriate). Objective is to schedule members to establish care with a primary health care provider at Health Centers and/or ensure members receive needed care services, as well as perform risk assessments and connect members to appropriate supportive resources. May also perform outreach and engagement for other prioritized at-risk patient populations, as designated by the Health Center. Members may also participate in COVID-19 related relief efforts as pre-approved by the Michigan Community Service Commission, including specialized outreach to re-engage patients who have experienced care disruption or barriers to care related to COVID-19.

Essential Functions of Position: Basic duties that must be performed with or without reasonable accommodations.

1. Increase access to health services through outreach, motivational engagement, health education, risk assessment, and connecting to supportive resources.
 - a. Outreach using a variety of methods including coordinated text messaging, phone calls, mail and in-person visits. (Note: Due to Pandemic, face to face and home visits are restricted).
 - b. Performs risk assessments and address identified social determinants of health or barrier to care through resources connections, such as transportation assistance, interpreter support, food assistance, or housing assistance.
 - c. Coach and motivate patients to engage in primary care for preventive care, to manage chronic conditions, and to avoid inefficient care, such as overuse of emergency departments.
 - d. Coordinate with other members of the Health Center care team on behalf of patients to communicate needs, provide accommodations, or acquire further clinical support.
 - e. Provide specialized outreach to re-engage patients who have experienced care disruption or barriers to care related to COVID-19
 - f. Other duties, as assigned.

Marginal Functions of Position: List additional duties that are preferred, are assignable to others, or can be eliminated or otherwise do not change the nature of the position.

Principal Working Relationships:

- Daily oversight provided through site supervisor based at the assigned Health Center.
- Develop strong communication and coordination with care team members within the Health Center, including front office and clinical team members.
- Liaise effectively with Health Plan member service representatives on behalf of patients/health plan members.
- Build effective referral relationships with external community-based agencies which provide resources and assistance needed by patients/health plan members

Knowledge, Skills, and Abilities

- Ability to use word processing (Word), spreadsheets (Excel) and the use of electronic communication technology (email, texting).
- Ability to build relationships, credibility, and trust with members, partners, and patients.
- Ability to engage and work effectively with individuals from varied backgrounds and diverse cultures.
- Ability to thrive in a complex and changing environment.
- Ability to develop and maintain productive partnerships with health centers and their staff/teams.
- Ability to use initiative and independent judgment within established procedural guidelines.
- Ability to communicate complex information in a clear and concise manner, both verbally and in writing, and use active listening skills.
- Demonstrates traits, skills and qualities consistent engagement and outreach, including compassion, open-mindedness, persistence, flexibility, friendliness, and dependability.

Academic and Experience Qualifications:

- High School Diploma or GED Equivalent
- No experience required

Commitment and Terms:

- 9-12 month commitment. Hours varying, up to 52 weeks with a minimum of 26 hours a week
 - Full Time - Minimum # of Service Hours: 1,700
 - Three Quarter Time - Minimum # of Service Hours: 1,200
- Drivers License and Car recommended, not required

Training: Indicate nature and length of all general and position-specific training required for the assignment.

- Training/Orientation provided in the following areas:

- Outreach and engagement skill development, including communication skills, and motivational interviewing
- Navigating health care systems, including public and private health insurance and community-based care
- Public assistance programs and
- Conducting risk assessments, and making effective referrals to appropriate supportive services
- Conducting community resource inventories to identify community resources, supportive services, and assistance available
- Data collection, documentation, and reporting
- Cultural Competency and Social Determinants of Health

Service Conditions:

- Must be 18 years of age or older
- Proficient in using computer to perform duties
- Most activities are performed indoors in a health care setting. May involve off site or outdoor activities.

Physical, Emotional, and Intellectual Demands:

- Must be team oriented
- Manage multiple reporting relationships
- Establish and maintain boundaries and ethics with clients/public
- Ability to manage self-care
- Comfortable working with public, and people with varying needs

Updated: September 2020

Site Manager/Site Supervisor Name and Title (Print):

Site Manager/Site Supervisor Signature: _____

AmeriCorps Member Name: _____

AmeriCorps Member Signature: _____

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