



St. Joseph's Neighborhood Center Notre Dame AmeriCorps Volunteer Position

St. Joseph's Neighborhood Center (SJNC), utilizing a small core staff and a vast team of talented volunteer providers, offers primary and specialty health care, dental, bodyworks, counseling and social work to individuals and families who lack access to health insurance. Established in 1993 as a ministry of the Sisters of St. Joseph, the Center is committed to raising the health status and quality of life of individuals and families. (See: www.sjnccenter.org)

Each year, SJNC welcomes three Notre Dame AmeriCorps Volunteers to assist the Center in various areas of operations. The NDA Volunteers' skills and interests are matched with the Center's needs. Throughout the year, interests and needs may change; therefore, with consultation, an NDA Volunteers' tasks and assignments may be combined or augmented with other duties.

For the 2016-2017 term, the Center has identified five areas where a NDA Volunteers would serve:

1. HealthCare Access: Under the direction of the Director of HealthCare Access, NDA Volunteers help those in need of healthcare, and/or patients and clients of St. Joseph's Neighborhood Center. Responsibilities center on patients' education of the health care system and their engagement with the Affordable Care Act. The Advocate performs tasks and responsibilities within the framework of patient/client education on health insurance and benefits, social services and benefits, and self-advocacy; facilitates the enrollment of eligible patients and clients in public insurance and social service programs; acts as a liaison for off-site patient client referrals and follow-up; and continues to build the Center's referral network in primary program areas. This entails development of specific education materials, meeting with current patients and new applicants, follow-up on applications and collaboration with other staff on patient placement in alternative systems.

Patient and Client Advocacy Responsibilities:

- Conduct pre-screening process for public insurance eligibility and social service eligibility for existing or potential Center patients/clients.
- Educate applicants on program eligibility criteria, assist applicant in gathering appropriate application data, and successfully completing the application process.
- Monitor application process including maintaining individual case files
- Address barriers to completing a successful application process
- Act as liaison for physician referrals for specialty care appointments
- Educate and assist patients with specialty care appointment processes
- Build resource referral base for both Center providers and clients.

2. The Prescription Assistance Program (PAP) NDA Volunteers work with the PAP Coordinator in administrating the Center's Prescription Assistance Program. The Intern facilitates the enrollment of eligible patients and clients in the Pharmaceutical Companies initiatives, and acts on behalf of the patient/client with pharmaceutical companies. Responsibilities center on patients' education about their medications' company requirements, and engagement with Pharmaceutical Companies that donate medications. The work includes communication and documentation with Pharmaceutical Companies, meeting with current patients and new applicants, research into availability of medications, follow-up on applications and collaboration with staff.

Assistant Prescription Assistance Program Intern Responsibilities:

- Enroll patients in Prescription Assistance Program (PAP) for free medications
 - Meet with patients (and/or family members) to explain the PAP program, application and renewal process and assist the patient in determining eligibility. Educate patients to assume responsibility for this process.
 - Evaluate patient's compliance with submitting needed information and forms.
 - Follow up with patients who have not submitted needed documentation or picked up their meds
- Maintain PAP files and manage re-certification process for 150 patients

3. Volunteer Coordination Assistant: Under the direction of the Volunteer Coordinator, NDA Volunteers assist in the activities associated with the management of volunteer resources to meet the on-going needs of the Center. This includes providing support in recruiting, screening, and interviewing potential volunteers, and supporting the Volunteer Coordinator in record keeping.

The Volunteer Coordinator Assistant Responsibilities:

- Maintain secured, permanent volunteer records; i.e., hours donated, training programs completed, emergency contact information, confidentiality attestation, license registration, malpractice insurance information, etc. Keep records up to date; archive information when volunteers retire.
- Coordinate the volunteer application process by reviewing and pre-screening applicants to obtain work history, education, training, job skills, and to provide information about the Center and the volunteer positions. Check references.

4. Health Education: In this area NDA Volunteers would work with patients within the Primary Care area of St. Joseph's Neighborhood Center. Responsibilities center on patient education and their understanding of their status with health care coverage and/or their need for financial assistance from the hospital systems (Charity Care). Supervision will be provided by the Clinical Coordinator; efforts will be coordinated with the Practice Manager and the HealthCare Access team.

Health Education Responsibilities:

- Charity Care: Assist individuals with completing all aspects of a Charity Care application in order for the patient to receive appropriate care by specialists at area outpatient clinics. This entails development of specific education materials, meeting individually with current patients and new applicants, follow-up on applications and collaboration with other staff on patient placement in alternative systems.

- Discharge Planning: Work closely with the Discharge Planner making phone calls, letter writing and follow-up with current short term patients and patients who receive medical insurance and then leave our care for another primary care situation.
- Medical Records: The Health Education Advocate, with the help of volunteer assistants, will be responsible for tracking requests, receiving, and sending medical records for patients.

5. Electronic Health Records Educator: In this area NDA Volunteers would develop a working knowledge of the Center's EHR software in order to serve as a resource for the clinical volunteers (professional providers). Supervision will be provided by the Clinical Coordinator and the EHR Super User.

EHR Educator Responsibilities:

- Develop a working knowledge of the Center's Electronic Health Record System.
- Assist in the education and training of volunteer physicians and nurses in the use of the system.
- Serve as a resource to support the clinical team in the documentation of clinical visits, lab results, etc.

Qualifications:

- An undergraduate college degree
- Excellent communication and collaborative leadership skills as well as organizational skills
- Having had a variety of personal volunteer experiences
- Likes working with people from many different backgrounds
- Is flexible and is open to new experiences

Compensation:

- An annual living allowance of \$12,530/year (pre-tax figure)
- Health insurance coverage
- College loan deferments
- AmeriCorps Education Grant of \$5,775/year (pre-tax figure)
- Optional intentional community living

For more information and an application contact:
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