



**Position Available: Notre Dame-AmeriCorps Volunteer Intern
St. Joseph's Neighborhood Center
Rochester, NY**

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. (Check out: www.sjncenter.org)

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

The Center has identified six areas where an Intern could serve. Each of our interns will serve in two or more of these areas, depending on their interests and the needs of the Center.

1. HealthCare Access Assistant: Under the direction of the Director of HealthCare Access, Interns help those in need of access to healthcare or social services. Those in need may be contacting SJNC for the first time, or already be patients /clients of St. Joseph's Neighborhood Center. The Assistant 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.

HealthCare Access Assistant 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.
- Represent the Center at public education events such as Health Fairs.

2. Medical Records: In this area Interns develop a working knowledge of the Center's Electronic Health Record (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.

Medical Records Responsibilities:

- Develop a working knowledge of the Center's Electronic Health Record System.
- Medical Records: with the help of volunteer assistants, be responsible for tracking requests, receiving and sending medical records for patients. This presents the opportunity to learn about protected health care information, legal issues of inclusion and exclusion when dealing with health record transfer, and HIPPA regulations in general.

3. The Prescription Assistance Program (PAP): Interns work with the Clinical team 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

4. Counseling and Community Works Assistant: Under the direction of the co-directors of the Counseling and Community Works department, the C/CW assistant provides support for the two directors, counselors and counseling interns. This support includes triaging phone calls, coordinating appointment schedules and room assignments, and assisting in record keeping.

The CCW Assistant Responsibilities:

- Answers the telephone, answers questions from referring agencies and clients, within the bounds of delegated authority.
- Assists with coordination of intake process: responsible for processing patient applications and admissions which have been approved by the CC/W directors.
- Assists with matching clients with counselors, coordinating schedules and room assignments.
- Coordinates the filing, retrieval, dissemination and storage of active and inactive patient records.
- Responds to requests for information in accordance with Federal Confidentiality laws, management policies and procedures.
- Manages the process for C/CW Grant enrollment.
- Manages the logistics of internships/volunteer counselors.
- Support services for the psychiatry program.
- Liaison with IT department for Greenway Electronic Health Record software.

5. HealthCare Advocate/ Health Education: In this area Interns work with patients within the Access Department and Primary Care area of St. Joseph's Neighborhood Center. Responsibilities center on educating patient /clients and assisting them in navigating the application process for assistance from the hospital systems (Charity Care). Supervision will be provided by the Director of HealthCare Access and the Clinical Coordinator.

HealthCare Advocate 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. Coordinate the Charity Care process; maintain communications with the patient, providers at the Center, and the outpatient facility where the patient is seeking medical care. This may include 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.
- "Help Desk:" Assist individuals who call in seeking social services that SJNC does not provide, by linking them with other community agencies that provide those services. Develop a working knowledge of the resources available; maintain and update the resource library.

6. Patient Communications/Liaison: In this area Interns develop a working knowledge of the Center's EHR software in order to serve as a liaison between patients/clients and the clinical professional providers. Supervision will be provided by the Clinical Coordinator and the EHR Super User.

Patient Liaison Responsibilities:

- Develop a working knowledge of the Center's Electronic Health Record System including the Patient Portal.
 - Facilitate communications required, from the Patient Portal, between patients and providers regarding clinical visits, lab results, etc.
 - Assist /support the clinical team in the documentation and support of initiatives generated by Patient Satisfaction Surveys.
 - Assist / support the clinical team in response to Social Determinants of Health surveys.
-

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 \$13,732/year (pre-tax figure)
- Health insurance coverage
- College loan deferments
- AmeriCorps Education Grant of \$5,920/year (pre-tax figure)
- Optional intentional-community living

For more information and an application contact:

Sister Donna Del Santo SSJ

rochester@ndmva.org

585-733-4422