



St. Joseph's Neighborhood Center Notre Dame AmeriCorps Intern 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.sjncenter.org)

Each year, SJNC welcomes three NDMV/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.

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.

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

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.

HealthCare Access 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 Access 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.

Front Desk / Receptionist:

All Interns are trained to assist at the Front Desk / Receptionist: This position provides an excellent overview of the workings of the health center. In this area, Interns assist at the front desk for 15, 30, or 60 minutes each day, providing coverage at break times, lunchtimes, or as needed. Interns will answer telephone calls, make or reschedule appoints, check-in and check-out patients and clients, assist with walk-in questions, and other tasks at the front office.

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 \$15,169/year (pre-tax figure)
- Health insurance coverage
- College loan deferments
- AmeriCorps Education Grant of \$6,195/year (pre-tax figure)
- Optional intentional-community living

For more information and an application contact:

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