

AmeriCorps Member Position Description

PACE Navigator AmeriCorps Member Medical Department

Member Position Summary and Purpose

One (1) full-time AmeriCorps member serving as PACE (Program of All-Inclusive Care for the Elderly) Navigator will enhance the ability of our Medical team to serve our elderly and medically complex patients by bridging SSCHC to PACE and subsequently an appropriate PACE physician for ongoing care. PACE provides a full range of long-term care, health care, and prescription drugs to older people with chronic needs.

Member Duties and Responsibilities

- Complete required trainings for this position
- The PACE Navigator AmeriCorps Member will enroll 30 patients in the program by the end of the AmeriCorps term.
- Provide information and education to patients about the PACE model.
- Assist patients in PACE enrollment process
- Create additional educational materials for both patients and clinicians as needed
- Work with patients, PACE and medical team members to process referrals
- Connect patients with PACE team, coordinate interview time and location, translation, and complete enrollment in program and connect with appropriate PACE physician
- Track and communicate with patients, ensuring access to care and attendance at appointments
- Monitor Tasks and respond to clinician communication in Electronic Health Record (E.H.R.)
- Document all patient encounters in E.H.R. and maintain spreadsheet of patients enrolled in program to confirm retainment in program
- Identify patients who have fallen out of care to identify barriers that remain after PACE enrollment
- Monitor enrolled patients' use of emergency department or other services outside of PACE to identify other potential gaps in care for these patients
- Educate clinicians about the PACE program to ensure referrals of appropriate patients
- Develop an appropriate workflow and procedures to implement clinic-wide to ensure patients are appropriately connected to care
- Create a plan for enhancing program as needed to assist in this process
- Participate in regular team meetings regarding PACE and aging population care
- Actively participate in activities of the Social Services Department, including but not limited to staff meetings, in-service trainings, workshops and department problem solving exercises
- Conduct survey with patients for behavior change or intent to change behavior to improve health.
- Member will avoid all prohibited activities while serving or representing AmeriCorps.

Qualifications and Experience

- Be a high school graduate, GED recipient, working toward attaining a high school diploma or GED during the term of service. Members must agree to obtain either a diploma or GED before using an education award.
- 17 years old or older, no upper age limit
- Hold one of the following citizenship statuses: US citizen, US National, Lawful Permanent Resident Aliens
- Pass a National Service Criminal History Check

- Experience working with diverse and underserved communities and have a true desire to help elderly patients connect with comprehensive care.
- Ability to relate well to people from different socio-economic backgrounds.
- Bilingual (English and Spanish) is required for this position.
- Experience on MS Office (particularly Excel) and computer use preferred.
- Strong oral, written and electronic communication skills.
- Ideal candidates will have studies and/or experience in Public Health, Social Work, Human Services, Case Management, or related areas.

Line of Supervision

The PACE Navigator AmeriCorps Member will report directly to the Geriatrics – Family Practice Physician.

Application Process

Interested applicants should fill out the SSCHC application by clicking the link below. For more information, please contact Erik Miller by phone at (414) 897-5609 during office hours or by email at erik.miller@sschc.org

Sixteenth Street Community Health Centers is an equal employment opportunity employer.

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