

## **AmeriCorps Member Position Description**

### ***Resource Navigator AmeriCorps Member Social Services Department***

#### **Member Position Summary and Purpose**

Four (4) full-time AmeriCorps members serving as Resource Navigators will enhance the capacity of our Social Services Department to reach more patients and to assist patients with access and navigation with community resources and systems to meet their needs related to Social Determinants of Health (SDoH).

#### **Member Duties and Responsibilities**

- Complete required trainings for this position
- Apply SDoH screening to patients of specific medical teams during Primary Care visits in clinic setting.
- Assess patients' needs using Motivational Interviewing skills and assist them with referral process as needed including intricate system navigation.
- Assist 300 unique patients reporting needs to connect them to internal or community resources.
- Conduct 75 patient satisfaction surveys with patients who received navigation services at our agency.
- Make efforts to recruit volunteers who will commit to a period of 6 months to screen patients for SDoH, each member will recruit a minimum of 3 volunteers for this purpose.
- Educate patients about self-advocacy, show them how to research and access resources needed when facing critical life situations.
- Develop a service plan with patients presenting mid-level needs. (Mid-level needs are those where a patient may need brief assistance to connect with resources, this may be a phone call to make an appointment or a follow up call to confirm access to resources.)
- Refer patients presenting with high-level needs to Social Services staff. (High-level needs are those where a patient may need intensive assistance to connect to resources and to access services to meet the identified needs, some of these patients present with needs such as homelessness, mental health issues, substance use issues, etc.)
- Document all patient encounters in Electronic Health Records (E.H.R) describing needs, service plan, progress notes, referrals and outcomes.
- Follow up with patients, via phone call, to remind them of appointments in Social Services.
- Monitor tasks and respond to provider's communication in E.H.R.
- Conduct patient satisfaction surveys after patient visit in Social Services Department.
- 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.
- Recruit and work with volunteers and interns to provide SDoH screening to patients not screened by AmeriCorps Members.
- 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
- Preferred experience working with diverse and underserved communities and true desire to help patients improve the quality of their lives.
- Ability to relate well to people from different socio-economic backgrounds.
- Bilingual (English and Spanish) is required for these positions.
- Experience on MS office 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 Resource Navigator AmeriCorps Members will report directly to the designated Social Services Patient Navigator.

**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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