

Philadelphia Health Corps
Position Description
2010-2011

Host Site Name and Location: Eleventh Street Family Health Services of Drexel University 850 N. 11th St Philadelphia, PA 19123

Position Title: The Health Education and Outreach Associate

Site Supervisor assigned to support member:

Jennifer Andia MS, MPH-Director of Health Education and Outreach

Organization Description and Mission:

Eleventh Street Family Health Services of Drexel University is a nurse-managed Federally Qualified Health Center (FQHC) whose mission is to provide quality, comprehensive health services to all the people it serves with special attention to vulnerable people and residents of public housing communities, as well as provide an exemplary model of nurse managed, community based care for the education of health professions students and for faculty practice. The Center is located in Lower North Philadelphia and serves over 2,000 people from a population of 19,642 predominantly African-American (90%), that the federal government has designated as "medically underserved." Nurse practitioners and other staff provide on-site primary and preventative health services for all community residents, without regard to their ability to pay. In addition to primary and preventive services, the health center provides diagnostic testing and screening; HIV-testing and counseling; family planning, pre-natal, obstetric, and midwifery services; hearing and vision testing; nutrition and diabetes education and support groups; social work; behavioral health services; podiatry; physical therapy; fitness training; and dental care. The Center strives to become a "Healthy Living Center," by offering transdisciplinary clinical services and health promotion programs in partnership with the local community. The center also strongly believes in "taking care of the caretaker," by offering programming and support for its staff members, and was recently voted one of the top 36 healthiest workplaces in Philadelphia! As an ever-changing health center, we have an active health education and outreach program, which includes nutrition education, smoking cessation, health education, diabetes education, fitness, outreach, social work and transportation for those who need it. Because of our numerous health promotion and social service programs offered to our over 2,000 patients, we rely heavily on member, student interns and community residents to help with program development and implementation. Central to our member base at the Center, is the AmeriCorps member. As the Center strengthens its roots in the community and continues to grow, so do our programs and services we offer.

Service Description

Service Activities/Responsibilities:

Become a member of a dynamic team developing and implementing wellness programs. Work closely with our Fitness Trainer, Physical Therapist and Holistic Health Counselor to monitor all activity in the fitness center.

1-Work with a collaborative team to create, design, and implement health, nutrition, and other health-related programming and services for our patients.(50% of time)

- Assist and coordinate support groups, health workshops or activities of educational consultants, including nutrition, diabetes and smoking cessation programs.
- Develop health education materials and handouts that are culturally and literacy appropriate. Distribute these materials within the health center and surrounding community.
- Participate in the center's other wellness and social service initiatives such Reach Out and Read Program, clothing drives, mammogram screenings, turkey and toy drives, etc
- Collaborate, plan and implement other health center initiatives with other AmeriCorps members and Drexel co-op students.

2-Promote and do outreach to our patients and community on programs and initiatives (40 % of time)

- Work in partnership with the Teens 4 Good program and youth in our health center/community garden. Work with group to help harvest produce, educate patients about healthy eating and doing weekly farmers' market for health center patients to buy produce at discount prices.
- Do outreach to the surrounding community organizations and residents to promote the health center's services and programs
- Writing, distributing and collaborating with the Center's diverse staff on our monthly newsletter, which highlights all programs and services offered
- Creating a presence in the community as a representative of the Center as well as Drexel University.
- Attend, coordinate and host health fairs in partnership with other city agencies and local groups.
- Assist at our weekly food distribution program and create healthy recipes for all people receiving food.

3-Data collection and grant reporting (10% of time)

- Help develop a database of community and health resources
- Assist with data entry of our programs into our Patient Wellness Tracker (PWT) and Electronic Medical Record (EMR)

- Maintaining contact with parents and children in our many education programs for follow-up and reminder phone calls.
- Exhibit cultural competence, sensitivity, and age-appropriate interactions with patients and staff.
- Perform other duties as assigned

The Health Education and Outreach Associate Member will have the opportunity to work on many aspects of planning, implementing and evaluating health programs. The member is considered an equal member of the team during the creation process of these programs, and has ample opportunity to take lead on various aspects of any project, and is given ample opportunity to grow personally and professionally by taking on projects that are new or unfamiliar to him or her while receiving guidance from other team members. The member will participate in working as a team with our transdisciplinary staff to coordinate program design, the member will also advertise and market the programs to our patients and community through multiple avenues (calls, mailers, promotion within health center and other programs, newsletter, etc). The member will plan health topics with site supervisor, Director of Health Education and Outreach, and other staff members. This will enhance the members learning and education on various health topics and prepare the member to lead discussions during programs. The member will independently build relationships while working with their own unique group of patients. Additionally, the member is encouraged to suggest ideas for programs that, if feasible, the site supervisor will support member in designing and implementing these projects.

Service Goals:

First quarter goals:

- Demonstrate competency in transitioning into the current programs at the health center.
- Complete 4 monthly newsletters(subsequent newsletters will happen each month)
- Cross-train with the Fitness Center Associate Member to collaborate on fitness programs and work with patients in fitness center when appropriate and needed.
- Demonstrate a firm understanding of daily tasks for each program, including grocery shopping for cooking class supplies, comfort in calling patients to enroll and remind of participation
- Be comfortable being able to handle independent tasks (with guidance from supervisor and Health Promotion and Outreach Associate) on mammogram initiative and annual holiday drives
- Demonstrate ability to successfully talk to and mentor patients within comfort level, and ask for guidance where appropriate.

- Demonstrate competency in using our EMR and PWT for data input and information gathering.
- Demonstrate competency in gathering monthly data from programs and initiatives for monthly report for site supervisor.

Second quarter goals:

- Demonstrate complete competency in brainstorming and identifying class topics and ideas.
- Complete competency in co-facilitating programs, including cooking classes.
- Complete competency in the protocol and guidelines for scheduling patients for mobile mammogram van appointments,
- Demonstrate increased knowledge related to health, wellness and nutrition
- Demonstrate increased comfort level in talking and interacting with patients and referring them to other services as needed.
- Identify areas of specific interest that are either currently offered in the health center or that are feasible to offer, and communicate them with site supervisor with the intent of gaining more experience and contributing in those areas.
- Take a leadership role in the planning, design, or implementation of at least one center-wide program
- Collaborate with Health Promotion and Outreach Specialist to complete “Annual Report” of holiday drives and mobile mammography initiative.

Third quarter goals:

- Demonstrate complete competency in brainstorming and identifying class topics and ideas.
- Complete competency in co-facilitating programs, such as cooking classes
- Show success in outreach efforts through increased health center programming attendance and retention
- Begin collaboration with Teens 4 Good urban youth gardening program
- Demonstrate competency in facilitating transition, orientation and training of new Drexel Co-Op student who will work in collaboration with member.

Fourth quarter goals:

- Demonstrate complete competency in brainstorming and identifying class topics and ideas.
- Complete competency in co-facilitating programs, such as cooking classes
- Show success in outreach efforts through increased health center programming attendance and retention
- Demonstrate competency in working with health center staff on after-school and summer camp health programming

- Demonstrate competency in facilitating transition, orientation and training of new Independence Blue Cross Nursing Scholar Student who will work in collaboration with member.
- Demonstrate competency in taking the lead on program design and implementation with other staff members for summer programming, primarily around youth patients.

Outcome Measures

First quarter:

- Member will be able to enhance and expand current programs at the health center.
- Member will be able to interact and build relationships with patients that would otherwise not be fulfilled. These interactions will help to build patient participation and attendance in programs.
- Member will begin to understand the connection between health behavior choices and outcomes and illness
- Member will have understanding of nurse-managed health care setting working in a transdisciplinary care model.
- Member will begin to increase knowledge on nutrition, healthy eating, food label reading
- Member will help to increase participation in our free mobile mammography initiative.
- Member will reach over 500 families through our holiday initiatives of turkeys, canned food and toys.

Second quarter:

- Member will be able to carry out daily job tasks without prompting from site supervisor.
- Member will enhance program variety at health center by being able to see a need we have not filled yet and by talking to patients.
- Member will reach over 200 women through calling, scheduling during primary care appointments, mammograms on our mobile van.

Third quarter:

- Member will impact the health, wellness, and nutrition of a greater number of patients through improving program variety and participation rates.
- Member will have had the experience of helping to train a new member of our department and share their knowledge and lessons learned.

Fourth quarter:

- Member will complete an “Annual Review Report” reflecting on all the performance measures and program opportunities they have had over their 10 month experience to share with staff and perspective AmeriCorps members.

- They will participate in the process of interviewing the next years AmeriCorps member by sharing their experience at the site. They will identify information that needs to be gathered and shared with the site supervisor and new member regarding the work they have done.

Required skills and abilities:

- Interacts well with and works well with others
- Interest in community public health, nutrition, cooking, wellness
- Be proactive and willing to help others, even if it is not within the job description
- Willingness for flexible working hours
- Takes initiative in identifying and pursuing projects
- Has the ability to learn and adapt quickly to a rapidly changing environment
- Have the ability to schedule and manage downtime and an unpredictable schedule
- Experience with and comfort interacting with a diverse population
- Excellent time management and organization skills
- Be willing to learn and also participate in various aspects of health education and topics.
- Energetic and team-oriented
- Proficiency in written and spoken Spanish is a plus.

Expected Schedule for Providing Service Hours to Site:

Varying schedule weekly; days will always fall within the following range and are 8-hour days and 40 hours per week:

M-F: 8:30-7:00 (depending on programs schedules).

There is ample opportunity for flexibility with the schedule all dependent on the schedule of programs and initiatives during the season. All scheduling and changes will be discussed in a timely manner with the site supervisor.

Host Site Orientation Plan

- Supervisor will orient member to the site and programming during the first several weeks, and will provide supervision during that time. As member shows improved competency with responsibilities, the member will be given independence in carrying them out with weekly check-ins by supervisor. Supervisor will always be readily available to provide guidance with or intervene in difficult and challenging scenarios.
- Supervisor will schedule weekly check-ins with member to follow up on progress, discuss successes, and address concerns. During these check-ins, there will be opportunity to modify goals based on member's skills, interests, and the needs of the center.

- Member will be trained on how to use our multiple data programs, including our IdentiPass system for our fitness center, our Electronic Medical Record System (EMR) our Patient Wellness Tracker for clinical services, front desk phone system, spirometer, learn how to take basic anthropometric measurements.

Additional Info (e.g., parking, transportation, ID, dress code)

On-street free parking, on Bus 23 route as well as 4 blocks from Broad St Line and 3 blocks from 15 Trolley.

Dress code is business casual. This will be discussed with supervisor.

Member will get Drexel ID and email for job.