

Philadelphia Health Corps Position Description

Host Site Abbotsford/Falls – Family Practice and Counseling Network
Address 4700 Wissahickon Ave Philadelphia, PA 19144_____

Organization Description and Mission:

The Family Practice and Counseling Network (FPCN) is a program of Resources for Human Development, Inc. whose mission is to promote long-term health by providing quality, compassionate and affordable preventive, primary, dental and behavioral health care to all of its patients with special focus on residents of public housing. The public housing population served has significant socio-economic and cultural barriers to adequate health care and there is a lack of culturally appropriate services relevant to the majority of the population. The entire service area is designated as a Medically Underserved Area and one area is also designated a Health Professional and Dental Professional Shortage Area.

The three sites are located in East Falls, Southwest Philadelphia and North Philadelphia. At our Abbotsford Falls site we provide primary FQHC services, our state of the art facility provides numerous support and education programs focusing on youth, individuals and families living with cancer, diabetes, obesity, smoking cessation. Our Outreach staff makes home visits to educate children and their parents about asthma and lead in the home and our social service department provides assistance to patients seeking insurance, referrals to other community agencies. Additionally, FPCN is one of only two FQHCs in the City licensed by the state to provide behavioral health services and these behavioral health services are becoming more fully integrated with primary care.

Site Supervisor Name and contact information:

Name: Angela Wright, LSW
Phone: 215-843-9720
Fax: 215-843-7313
Email: Angela@ rhd.org

Service Description

Position Title Social Service/Chronic Care Service Worker

Primary population served; North Philadelphians, in the East Falls Abbotsford and Lower Germantown Community of over the 3500 people at our Center 90% predominantly African-American and are described by the federal government as “medically underserved

Principal relationships (with whom will the member interact with most often)

Social Worker, Nurse Manager, and Diabetic Educator

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Duties/Activities/Responsibilities:

Assess patient eligibility for various health insurance programs and assist them in applying for the programs they may be eligible for with an emphasis on insurance for children (**CHIP**) and the MA Family Planning Waiver, **Select Plan for Women and MAWD insurance program.**

- Enroll patients in prescription assistance programs either while awaiting insurance or because they are not eligible for insurance.
- Serve as an advocate with patients when they need to contact community agencies.
- Assist patients in organizing appointments, arranging transportation or providing other case management services under the supervision of the Social Service Manager.
- Participate in other projects at the other FPCN sites, such as conducting Patient Satisfaction Surveys, prenatal educational program and diabetic educational group sessions. Serve as an occasional back up for Front Desk staff.
- Work with all the center staff to create a welcoming place for our patients and the community.
- Participate in the center's other wellness and social service initiatives such Reach Out and Read Program, mammogram screenings, turkey and toy drives, health fairs, etc. as time is available
- Assist Diabetic Educator in developing Diabetic Registry for Chronic Care Initiative Program

Required Qualifications:

- Computer literacy, able to use all Microsoft Office products, Excel Spread Sheets
- Strong interpersonal skills

Required skills and abilities;

- Must be willing to help others even if it is not within the job description
- Enjoy working with diverse groups including being patient with difficult people
- Good organizational skills
- Be energetic and self directed
- Be flexible and willing to learn and participate in a variety of projects
- Ability to work from team-oriented perspective and work with all staff from the Front Desk to Nurse Practitioners and Supportive Social Service Staff
- Show proficiency in written communication

Tools and equipment used:

- Microsoft Office products
- Electronic Medical Record (EMR)
- Use of the computer to complete on-line applications
- On line Chronic Care Registry

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Expected service schedule (please make special note of any evening or weekend service requirements)

M-F- 8:30-5 is the routine work hours. May occasional work other hours to accommodate a special need or make up hours for time off.

Host site orientation plan:

Abbottsford/Falls Health Center will provide the selected member a tour of the center and an overview of the history of the Center and the community. They will meet all staff as well as meet individually with the heads of each department to gain a better understanding of the Center, its services and its clients. The member will receive specific training related to insurance, community benefits, The Chronic Care Registry and the EMR. The member will be supervised by the Social Worker; however, he/she will be working extensively with other staff, individually as well as in a team. The supervisor will meet with the member initially to talk about the member's goals for their experience here, as well as for the supervisor to discuss their expectations and goals for the member. A list of the duties the member has particular interest in will be created for the member to work on and progress with during their experience. This list will then be used during the weekly meetings with their supervisor as a guide to track achievement of goals and work progress as well as for future goal setting.

Service Location(s) if different from site address:

The member may have need to travel to one of the other Family Practice and Counseling Network sites for a meeting or a particular function though that should occur infrequently.

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

On-street free parking and Septa transportation via XH, or X route from Broad St Line. Business casual dress although certain programs will allow for more casual dress. This will be discussed with supervisor.

Member will get RHD ID and email address for job.