

Philadelphia Health Corps Position Description

Host Site: Health Annex as site of the Family Practice and Counseling Network

Address: 6120-B Woodland Ave., Philadelphia, PA 19142

Organization Description and Mission

The Health Annex 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 Southwest Philadelphia and serves a predominantly African-American population 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; hearing and vision testing; nutrition and diabetes education; social work; behavioral health services; asthma safe kids and lead safe babies programs and dental care. As an every-changing health center, we have an active social service department helping patients with insurance, benefits counseling, providing advocacy and referral, and arranging transportation and are always seeking new ways to assist our patients. Because of the numerous health promotion and social service programs offered to 3,000 plus patients, we rely heavily on volunteer, student interns and community residents to help assist with program development and implementation. Central to our volunteer base at the Health Annex would be the AmeriCorps member. As the Health Annex strengthens its roots in the community and continues to grow, so do our programs and services we offer.

Site Supervisor Name and contact information:

Name: Sarah Dorrell, MSW, LSW
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Fax: 267-350-5931
Email: sarahdo@rhd.org

Service Description

Position Title: Social Work Assistant

Primary population served: Southwest Philadelphia-over 3,000 people from a population of over 70,000 predominantly African-American residents, which the federal government has designated as “medically underserved.”

Principal relationships (with whom will the member interact with most often): Social Worker and Director of Operations and Outreach

Duties/Activities/Responsibilities

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- 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 Medical Assistance Family Planning Waiver, **Select Plan for Women**.
- 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 with implementation and outreach for our new HIV rapid testing program
- Review and participate in the site's new chronic care initiative including running data reports and assisting as needed with overall implementation of the program
- Assist patients in organizing appointments, arranging transportation or providing other case management services under the supervision of the Social Service Manager.
- Assist the Social Worker with the on-site prenatal program.
- Participate in other projects at the health center, or at the other FPCN sites, such as conducting Patient Satisfaction Surveys.
- Work with all of the center's staff to create a welcoming place for our patients and the community.
- Participate in the Annex's other wellness and social service initiatives such Reach Out and Read Program, mammogram screenings, turkey and toy drives, health fairs, etc.

Required Qualifications

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

Required skills and abilities

- Proactive and 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 Behavioral Health Staff
- Proficiency in written and spoken Spanish is a plus

Tools and equipment used

- Microsoft Office products
- Electronic Medical Record (EMR)
- Use of the computer to complete on-line applications
- Telephone

Logistics

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Expected service schedule: M-F 8:30 to 5:00, are the routine service hours. May occasionally work other hours to accommodate a special need or make up hours for time off.

Host site orientation plan

The selected member will have the chance to have a tour of the center and an overview of the history of the Annex and the community. They will also be given an overview of the Family Practice and Counseling Network. 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, public benefits and the EMR. The Social Work Assistant will be supervised by the Social Worker; however, the Assistant will be working extensively with other center 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)

- There is a parking lot located in front of the Health Annex with free parking. Also, the 11 Trolley runs right in front of the Annex and can be taken directly to center city.
- Business casual dress, although certain programs will allow for more casual dress. This will be discussed with supervisor.
- Member will get an organizational email address.