



# AmeriCorps Member Position Description



<b>Member Position / Title:</b>	<i>Program Developer and Social Media Coordinator</i>
<b>Member Immediate Supervisor:</b>	<i>Adam Bradley, Executive Director</i>
<b>Name: Days / Hours of Service:</b>	<i>Mon, Wed, Fri: 9-5pm Tues, Thurs: 12-8pm</i>
<b>Partner Organization Name:</b>	<i>Luke's House Clinic (New Orleans)</i>

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## **Organization/Agency Mission and/or Goals:**

Luke's House Clinic is a private, non-profit 501(c)(3) charitable organization providing free medical care, health education, and patient navigation to those in need. Created in 2007 through a partnership between Rayne United Methodist Church (UMC) and Mt. Zion UMC, the clinic's mission is to be a place of medical and spiritual hope, health, and healing for Greater New Orleans, to provide patient-centered volunteer experiences for students, and to open a doorway to long-term healthcare solutions. We have three full-time staff members, 12 board members, and over 140 medical and lay volunteers who work to accomplish this mission. All of our services are free for our patients and are provided in both English and Spanish. The clinic serves as a doorway to long-term care by referring patients to medical "homes" or specialists for follow-up when necessary. Tuesday and Thursday clinic nights have provided many of the underserved people in New Orleans with access to healthcare for the first time in years. The clinic provides primary care services for adults and children, such as work and school physicals, treatment of common illnesses, blood pressure and blood sugar exams, and vaccinations (tetanus, pneumonia, flu). Our prescription assistance program provides our patients with a free one-month supply of medications to ensure they are able to treat their illnesses and set them up with a successful treatment plan. Additional efforts through a patient navigation program were established to increase the number of patients that successfully establish primary care, specialty care, social services, and financial assistance or insurance by assisting patients to overcome any barriers throughout the process. Our patient navigators often meet patients at their appointments at local clinics and hospitals to provide translation services and walk through payment options to guarantee patients can get affordable care.

## **Member Position Summary:**

The member will split their time between two main activities: Social Media Coordinator and Program Developer.

As a Program Developer, the member will assist Luke's House staff with our work navigating patients to appointments in our referral network (community clinics, hospitals) assisting patients with

paperwork, translating for them at appointments, and scheduling appointments for people. They will also assist with the development and dissemination of health education materials regarding healthy eating, hypertension, diabetes, and other illnesses.

As the Social Media Coordinator, the member will assist Luke's House staff with our social media presence, developing posts and researching relevant, authoritative health information to be shared with our followers in English and Spanish. They will also assist with quarterly newsletter publications and occasional fundraising emails.

The member will be evaluated based on their ability to accomplish the tasks assigned to them (development of materials, following up with patients and clinic referrals, etc.) as well as their ability to work on a team and have a strong work ethic.

**Member Impact:**

Luke's House is a small free clinic that provides free medical care to about 1000 patients each year. The majority of our patients speak Spanish and don't understand how to access the medical system. The medical system does a poor job providing resources in Spanish, making the experience of navigating the healthcare system very difficult. The member will work with individual community members and help them navigate the healthcare system and fill out financial assistance programs, so they can get permanently connected to long-term care. The member will also develop and distribute health communication and health education materials to help community members take care of themselves and prevent illness. Lastly, the member will drive our social media presence, which will be primarily focused on providing authoritative health information in English and Spanish to help community member take care of themselves. The member will help people avoid the emergency and costly urgent care appointments by connecting them to appropriate healthcare facilities. They will improve the health systems understanding of the unique needs of low-income English- and Spanish-speakers in our community, making our community healthier for everyone, not just the patients they interact with.

**Essential Functions of Position:**

The member will communicate with hundreds of patients during their eleven months at the clinic. They will set up appointments at local clinics and hospitals on behalf of patients and will follow-up with clinics and hospitals to ensure everything is scheduled. The member will create health education and health communication materials to be distributed with our patients and broader community members. These materials will help people take care of themselves and educate them about basic health concepts (healthy cooking, stress reduction, physical activity, flu information, etc.). The member will work with local hospitals and clinic partners to improve their processes to make it easier for low-income English- and Spanish-speakers to access care.

The tasks may require several hours of research and sitting at a desk to accomplish the work. It may also include several blocks or more of walking outside as part of physical activity classes. Assisting with cooking class may require lifting up to 20 pounds of produce and other items.

Member must have great interpersonal skills, as they will be spending up to 33% of their time directly engaging with community members through programming efforts. Member must also demonstrate professionalism, as they will be meeting with community leaders, hospitals, and clinics to inform

them of our capacity-building efforts to improve access to care and referral pathways.

**Required Knowledge, Skills, and Abilities**

The corps member must be fluent in written and spoken Spanish and English.

The corps member must be a self-starter who is able to learn quickly and have a strong work ethic.

Understanding of Photoshop or Adobe Suite is preferred but not required.

Proficient skills of Microsoft Office products (Word, Powerpoint, Excel).

Corps member must be a strong team player and be able to adapt to changes in workplace priorities.

Corps member must have strong time management skills.

**Required Academic and Experience Qualifications:**

The member must be fluent in written and spoken Spanish and English. They may be native speakers of both languages (bilingual) or they may have learned English or Spanish as a second language.

The member must have a high school diploma or GED.

An associate's degree or bachelor's degree is preferred but not required.

Experience working in the service industry, construction, or as an administrative assistant are preferred but not required.

The member must have a beginner's mindset and value the expertise of our community members regardless of their education level, immigration status, economic status, or any other qualifier. They must treat all people with dignity and respect.

**Required Transportation Needs:**

A private vehicle is strongly preferred to be able to meet patients at clinical appointments to translate and assist with financial assistance documents. Public transportation in New Orleans is frequently unreliable and time-consuming. A bike would suffice for some appointments and most day-to-day activities, however, a private vehicle or use of a taxi service would be required at least once or twice per week.