

Whatcom Alliance for Health Advancement
AmeriCorps Service Placement Announcement
“Healthy Futures” Health Care Access Intern

May 22, 2017

The Whatcom Alliance for Health Advancement (WAHA), a local nonprofit organization, is seeking two AmeriCorps “Healthy Futures” Health Care Access Interns. The AmeriCorps interns will play a critical role in developing and implementing strategies to increase health insurance literacy and healthcare system navigation, with a focus on the newly-insured population.

Review process begins May 31, 2017 and will continue until the positions are filled. See full service description below for more information about the position. For full consideration, email cover letter addressing qualifications, resume and completed WAHA employment application to whatcomalliance@hinet.org.

Visit www.americorps.gov and www.washingtonservicecorps.org to learn more about AmeriCorps and the Washington Service Corps. Individuals selected for an interview will be required to complete an AmeriCorps application in addition to the WAHA application.

AmeriCorps Service Placement Position Description

- Position:** AmeriCorps “Healthy Futures” Intern. This is a 10.5 month service position starting September 1, 2017.
- FTE status:** 1.0 FTE (40 hours/week). Member must serve a minimum of 1700 hours to complete the AmeriCorps term of service.
- Salary/Benefits:** Monthly stipend of \$1,202.86 before deductions and withholdings
Basic health insurance (AmeriCorps member only)
Workers compensation coverage
Childcare assistance for eligible members
[\\$5,815 Education Award](#) after completion of service term
[Forbearance](#) (temporary postponement of payment) of qualified student loans during the service term
[Payment of interest](#) on qualified student loans that accrued during the service term
- Reports to:** Connector Services Manager, Whatcom Alliance for Health Advancement

Qualifications:

- High school diploma or the equivalent; college degree in a health or human services field preferred
- Interest in learning about and explaining health insurance and care systems; experience preferred
- Strong interpersonal and communication skills
- Able to research and learn independently when needed to problem-solve complex health insurance cases
- Experience in health/social services, counseling, or customer relations preferred

Additional requirements of AmeriCorps:

- Pass criminal background check
- U.S. Citizen or Lawful Permanent Resident
- Submission of signed AmeriCorps Member Service Agreement

Position Summary:

As part of WAHA’s Connector Services team, the AmeriCorps members meet with clients in-person, on the phone and via internet to help them obtain and retain health insurance, understand their coverage, and effectively access the health care system to get the care they need. Services may be provided one-on-one or in group settings, and will involve community outreach as well as in-office work.

Roles and Responsibilities:

General:

- Develop a detailed understanding of public and private health insurance
- Communicate with WAHA clients by phone, email and in-person; gather client information, answer questions and make appropriate appointments and/or referrals
- Maintain organized, thorough and timely documentation of services provided; assist in preparation of monthly and quarterly reports, as requested
- Adhere to WAHA's confidentiality and data security policies and procedures
- Participate in the recruitment and support of volunteers who will further the goals of the AmeriCorps project
- Work independently as well as collaboratively with other team members
- Other duties as assigned

Health insurance enrollment:

- Conduct telephone and in-person screening for health insurance eligibility
- Assist with client counseling and education regarding insurance options
- Assist eligible clients to enroll in health insurance, including using the on-line tool Washington Health Plan Finder and Medicare.gov

Health insurance literacy:

- Develop and refine health insurance literacy curriculum and tools
- Conduct health insurance literacy education, via client appointments, presentations and/or classes
- Carefully conduct pre-and post surveys and track data for monthly and quarterly reporting
- Educate families about dental benefits and the Access to Baby and Child Dentistry (ABCD) program
- Assist with data entry and reporting

Outreach:

- Conduct community outreach including presentations and tabling to promote health insurance enrollment, health insurance literacy, and other WAHA's services and programs
- Conduct targeted client outreach, such as mail, phone, and social media contacts
- Assist with updating and maintaining resource lists related to insurance, medical, dental and behavioral services

Required AmeriCorps Training:

- AmeriCorps Affiliation and Program Orientation (provided by Washington Service Corps)
- Volunteer Recruitment, Management and Recognition
- Effective Communication
- Cultural Competency
- Disaster Preparedness, including 1) personal preparedness, and 2) first aid/CPR (cardiopulmonary resuscitation) and shelter management or Community Emergency Response Team (CERT)
- Life After AmeriCorps

NOTE: AmeriCorps member will be required to attend the Washington Service Corps SERVES conference held in October. This will include travel to Yakima, WA and the two night stay there. Washington Service Corps covers the cost of the training, food, and lodging and for the conference. The AmeriCorps member will be responsible for making transportation and childcare arrangements prior to the event.

Office Conditions/Physical Requirements:

Service is mostly performed in an office environment. The office is very fast-paced with many deadlines to meet. Potential exposure to repetitive stresses due to prolonged use of computers. Stress associated with receiving multiple tasks from various individuals may occur.

Sufficient mobility is required for the use of office equipment such as computers, telephones, files and the copier. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (file storage boxes, supplies, etc.) may be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

Site Specific Description:

WAHA's mission is to connect community members to health care services, promote system improvements and foster public engagement to develop sound health care policies. WAHA is a non-profit community organization that serves people of all ages and income levels, and works with a wide range of community partners including medical and dental providers, schools, and social service agencies.

WAHA has 10 staff members, as well as numerous volunteers, who are very committed to WAHA's mission and programs. The AmeriCorps member is considered a team member alongside the staff and is included in staff meetings, trainings and office-wide communications.

Hours of Service:

Day of Week	Location of Service*	Time	Lunch (flexible)	Location of Service	Time
Sunday*					
Monday*	Bellingham	8:30am-12pm	12-12:30pm	Bellingham	12:30-5:00pm
Tuesday*	Bellingham	8:30am-12pm	12-12:30pm	Bellingham	12:30-5:00pm
Wednesday*	Bellingham	8:30am-12pm	12-12:30pm	Bellingham	12:30-5:00pm
Thursday*	Bellingham	8:30am-12pm	12-12:30pm	Bellingham	12:30-5:00pm
Friday*	Bellingham	8:30am-12pm	12-12:30pm	Bellingham	12:30-5:00pm
Saturday*					
*occasional weekend & evening events in various county locations		Total Hours for the Week:		40	

Who To Report To:

The AmeriCorps Interns report to the Connector Services Manager at WAHA. The AmeriCorps Interns will be expected and supported in their need to attend appropriate AmeriCorps trainings or complete AmeriCorps duties. Should AmeriCorps duties conflict with service site duties, every effort will be made between the member and the service site to come to an agreement that works for both parties.

The statements contained herein reflect general details as necessary to describe the principal functions of this position, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of service requirements. Individuals may perform other duties as assigned.

It is the policy of the Whatcom Alliance for Health Advancement to not discriminate against any person with regard to race, color, religion, sex, age, national origin, sexual orientation, marital status or physical or mental disability.