

## Public Health AmeriCorps (PHA) Member Position Description

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**Title:** Public Health AmeriCorps Member

**Start Date:** January 23, 2023

**End Date:** January 22, 2024

**Reports to:** Nancy Gutierrez and Garrett South  
1401 South Grand Avenue  
Los Angeles, CA 90015

**Summary:**

Under the direction of the Supervisor, spearhead efforts to increase public health needs within CHMC Dignity Health. The primary areas of focus include **health equity, access to services/reducing barriers to care, and improvement of health literacy amongst CHMC's patient population.**

**Hours:**

Dignity Health requires members to be **on-site** to perform their duties. Remote work is limited but allowed under special circumstances.

**Schedule:**

**Fulltime (3 positions):**

(1-2) M-Thurs, Saturday, 9am-5pm

(1-2) M-F 1pm-9pm, some weekends

**Reduced Half-time (Hours can be flexible and decided upon beginning, however would need support on weekends as well):**

Mon, Tues (8-5pm), Thurs (8-12)

Wed, Sat: (8-3 pm)

**Position Summary**

[ Briefly describe the position below]

Our Mission: As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

At Dignity Health, we serve the underserved, especially the most vulnerable. We acknowledge that we are a hospital beyond walls, the LA Works' Public Health AmeriCorps (PHA) members will connect our community to resources to address their social determinants of health, more than just medical needs.

Located in the heart of Downtown LA, California Hospital Medical Center (CHMC) is a 318-bed non-profit hospital that has been providing the residents of Los Angeles with quality, compassionate care for over 130 years. A recognized leader in excellence, innovation and community service, California Hospital Medical Center provides a full-continuum of acute care services, including a Level II Trauma Center, state-of-the-art Cardiac Catheterization Lab, Keith P. Russell Women's Birthing Center, Level III Neonatal Intensive Care Unit (NICU), seven operating suites, and a free-standing Los Angeles Center for Women's Health. With the busiest private Trauma Center in Los Angeles County and the 13th largest center for births in California, we offer a unique balance of leading technology and quality care delivered by more than 450 physicians and 2,000 employees. Also known for our extensive community benefit programs and designation as a major teaching hospital, California Hospital is dedicated to comprehensive health and wellness.

The Public Health AmeriCorps Members will provide support to the Patient Experience Department by creating a community health directory of all the services provided by the CHMC organization. This person will then provide the education to our staff and patients. The ideal candidate will have the ability to support and coach patients in identifying potential services that may be helpful. This person is someone who enjoys communicating with the community, empathetic, and a problem solver.

Separately from the above, the additional Public Health AmeriCorps Members will support the Patient Experience, Nursing, and Community Health Departments by helping improve CHMC 7-day readmission rate. This person will provide information on navigating the healthcare system and disease specific education to our patients who are at high risk for readmission. The ideal candidate will have the ability to support and coach patients but most importantly empower them to be their own advocates as they navigate the system. This person is someone who enjoys communicating with the community, empathetic, and a problem solver.

### **Primary Responsibilities**

[List specific responsibilities as bullet points to address specific needs of your program].

- Project 1: Create a community health directory of CHMC resources that address the needs of our community both inpatient and as a general resource to the greater LA community
  - Phase 1: Conduct informational interviews with different entities within CHMC, CHMC partners, and outside community resources
  - Phase 2: Develop the community health directory
  - Phase 3: Meet with patient population and connect to community resources
- Project 2: Provide education and support with scheduling appointments to patients who are at high risk for 7-day readmission.
  - Phase 1: Train AmeriCorps members to be knowledgeable on providing education regarding the diseases of focus (sepsis, cardiac disease, renal (dialysis), and neuro (stroke)) and navigating the healthcare system. The idea is that AmeriCorps volunteers will visit the identified patients at the bedside and provide the following education:
  - Phase 2: AmeriCorp members will provide the following in their visit with the patient
    - Step 1: Disease Specific education
    - Step 2: Healthcare System Education
    - Step 3: Follow-up appointment scheduling support

### **Knowledge, Skills, and Abilities**

[List any specific knowledge or skills you wish the PHA member to have]

[Language preference or specific computer literacy]

- Strong Interpersonal, advocacy, and communication skills
- Willingness to learn and work in a high paced environment
- Ability to work independently and with limited oversight
- Ability to speak Spanish is highly preferred, will require some members to speak Spanish
- Ability to speak Korean is a plus

### **Supervision and training**

Include any supervision or trainings required by host site]

- Attend all required training provided by L.A. Works/ Public Health AmeriCorps and Host Sites specific training.
- Work independently and follow supervisor(s) directions.
- Comply with all Public Health AmeriCorps and L.A. Works standards and guidelines.
- Complete all required trainings assigned by CHMC
- Attend CHMC's New Employee Orientation

### **COVID-19 Policy/Guidelines:**

- All members are required to be fully vaccinated against COVID-19
- All members are required to mask on site and when meeting people

**Other Requirements:**

Candidates will be onboarded through our volunteer services process which will include a health clearance and background check.