



Health Connections Assistant (AmeriCorps VISTA)

Description

MAJOR FUNCTION

Under the direction of the Senior Director of Behavioral Health, the Health Connections Assistant (AmeriCorps VISTA) aims to improve patient access to community resources, address social determinants of health, and enhance the overall well-being of HJAHC patients. The VISTA member will collaborate with various stakeholders to implement and evaluate the impact of the Health Connections volunteer program, identify and address barriers to patient access. The VISTA member will also contribute to expanding the program's reach and impact through outreach and marketing efforts.

ESSENTIAL FUNCTIONS

- Follow and update workflows, policies and Standard Operating Procedures for the Health Connections program activities.
- Design strategies to address barriers to patient access and utilization of resources.
- Provide on-site and virtual support to Health Connections volunteers, collaborating with university partners and HJAHC staff to address concerns.
- Monitor and evaluate volunteer activities accurately and completely, including detailed notes on all patient encounters.
- Expand and manage directory of community resources available to volunteers and patients.
- Seek guidance from appropriate clinical or management staff to escalate patient concerns and address volunteer needs.
- Use marketing materials for volunteer recruitment and to promote patient engagement with Health Connections program.
- Collect and report monthly quantitative and qualitative data from patient referral platform and volunteer-patient encounter notes.
- Evaluate and present data and recommendations for improvement, expansion and sustainability of program.
- Maintain strict confidentiality of all patient-related information.
- Demonstrate professional conduct with patients and colleagues.
- Cultivate positive and productive working relationships with staff and peers.

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- Adhere to safe work practices, including the use of universal precautions and personal protective equipment.

ADDITIONAL RESPONSIBILITIES

- Attend volunteer recruitment events and meetings with university partners.
- Participate in departmental meetings and additional programming and engagement events for HJAHC's VISTA program.
- Assist staff and volunteers with translation if bilingual in Spanish.

Requirements

EDUCATION & EXPERIENCE

- High School Diploma/GED
- Bachelor's degree in a related field preferred (e.g., Public Health, Health Education, Social Work) or equivalent experience.
- Previous experience in community engagement, program implementation, and/or volunteer coordination is desirable.
- Familiarity with community health systems and community resources local to Trenton and Mercer County is advantageous.

Knowledge, Skills, Abilities, and Other (KSAOs):

- Knowledge of social determinants of health, health disparities, and patient navigation principles is beneficial.
- Excellent organizational and communication skills to establish and maintain relationships with community partners, stakeholders, and internal teams.
- Ability to work collaboratively in a team setting and facilitate training and engagement activities with diverse groups.
- Cultural sensitivity and ability to engage with diverse populations, particularly Spanish-speaking and immigrant communities.
- Demonstrated problem-solving skills to address volunteer and patient challenges and develop innovative solutions.
- Strong research and analytical skills to assess community resources, demographic data, and health trends.
- Proficiency in Microsoft Office Suite, data collection, analysis and reporting.
- Professional conduct and demeanor with patients and colleagues.
- Ability to work independently and manage multiple tasks with attention to detail.

BENEFITS

Program Benefits: This is an unpaid position. Participants receive a living allowance, and upon successful completion of service, they have the option to choose between an Education Award

or an End of Service Stipend. Additional benefits include training, health coverage*, childcare assistance if eligible, and a relocation allowance.

Note: As an AmeriCorps VISTA member, this position is a full-time, one-year commitment with a living allowance provided by AmeriCorps VISTA. For more information on the AmeriCorps VISTA program, please visit <https://americorps.gov/serve/americorps/americorps-vista>. For details about AmeriCorps VISTA healthcare benefits, please visit <http://www.vistacampus.gov/healthcare>.