



## Commonwealth Corps Service Internship Position Description



Family Health Center of Worcester  
Patient Engagement/Hospitality Program  
at Worcester Health Care For The Homeless

### Commonwealth Corps Coordinators of Patient Engagement/Hospitality

The mission of the Commonwealth Corps service internship program is to engage Massachusetts residents of all ages and backgrounds in service to strengthen communities, address critical community needs, and increase volunteerism. By taking on a year of service, you can positively impact your community while gaining skills and experience.

The Massachusetts Service Alliance (MSA) is a private, nonprofit agency that oversees the program and supports 17 host site partners and 43 members to find success throughout the program year. The two Commonwealth Corps members with the Family Health Center of Worcester will serve 10.5 months in a full-time capacity. They will join a corps of members across Massachusetts who share a common desire to put their talents and ideas to use in the service of their communities and the Commonwealth.

The mission of Family Health Center of Worcester (FHCW) is to improve the health and well-being of all residents in the Greater Worcester area, especially culturally diverse populations, by providing access to affordable, high quality, integrated, comprehensive, and respectful primary health care and social services, regardless of patients' ability to pay. FHCW will host two full-time members who will serve as Commonwealth Corps Coordinators of Patient Engagement/Hospitality at our Worcester Healthcare for the Homeless sites in Worcester, MA. Through their service, members will enhance patient engagement in care and provide health education through hospitality activities for individuals and families experiencing homelessness.

#### Responsibilities:

##### *Essential*

- Complete a minimum of 1,500 hours of service, serving through June 26, 2021.
- Attend all required Commonwealth Corps trainings and service events held by MSA (minimum of 6 total, post orientation) and Family Health Center of Worcester, including a new member orientation on August 17 & 18, 2020.
- Participate in a minimum of 1 hour of MSA-related activities each week (in person or virtually).
- Participate in Comprehensive Outreach Education Certificate Program & Health Modules training to develop skills to provide health education and customer service to Worcester Health Care for the Homeless (WHCFTH) patients.
- Develop and implement a patient engagement/hospitality program for WHCFTH's Homeless Outreach & Advocacy Program (HOAP) through health education, and patient engagement activities.
- Develop and implement a system to collect, track, report, and ensure follow-up on program feedback.
- Support recruitment and training of additional volunteers to assist in hospitality activities.

##### *Marginal*

- Replicate patient engagement/hospitality activities at WHCFTH sites outside of HOAP.
- Participate in Recovery Coach Training

#### Qualifications:

##### *Required*

- Massachusetts residency (must be able to provide proof of current MA address) and legal authorization to work in the United States
- 18 years of age or older
- Experience with or interest in volunteerism and community engagement

- Ability to balance service commitment with other family/work/school/community commitments in a sustainable way
- Experience using Microsoft Office Suite
- Sensitivity to the needs of the client population; commitment to serving individuals and families experiencing homelessness
- Strong communication and organizational skills
- Upbeat, professional attitude, and a willingness to learn

*Preferred*

- English/Spanish multilingual applicants preferred
- Experience working or volunteering with vulnerable populations, such as people experiencing homelessness, preferred

**Member Benefits:**

- **Stipend** of \$800 semi-monthly while in service, up to \$16,800, minus taxes and withholdings;
- **Health insurance** (no monthly contribution; individual coverage only);
- **Member Assistance Program**, including unlimited, confidential, 24/7, phone counseling services and up to three free, in-person counseling sessions, plus a lot more;
- **Completion award** of up to \$3,000 upon successful completion of service, minus taxes and withholdings;
- **Reimbursement for outside training** or professional development opportunities relevant to member's service and/or goals (Up to \$100; Dependent on approval from MSA);
- FHCW will cover costs of additional training including the **80-hour Comprehensive Outreach Education Certificate Program & Health Modules training, Recovery Coach Training**, and others based on member interest;
- **Additional training** and other professional development opportunities;
- **Limited reimbursement for travel** to Corps-wide MSA-sponsored activities;
- Limited travel reimbursement from their host site for certain service-related travel away from their usual service location, according to that agency's policies;
- The opportunity for at least 10 days of planned absences (may include holidays); and
- Opportunity to join with others with a common sense of purpose as part of the Commonwealth Corps.

*Please note that receipt of these stipends/benefits may impact an individual's eligibility for certain public benefits.*

**Term of Service:**

- **Position Start Date:** August 17, 2020
- **Position End Date:** June 26, 2021
- Service commitment will average 38-40 hours per week during the following days/times Monday through Friday 8:30 AM to 5:00 PM with scheduled lunch and break time.

**Application Instructions:**

- To apply, submit a cover letter and resume to Heather Olson, Director of Development, at [Heather.Olson@FHCW.org](mailto:Heather.Olson@FHCW.org). Applications will be accepted on rolling basis, with preference given to candidates who apply by May 29, 2020.

Accepted members will be required to undergo a criminal history check.

*Family Health Center of Worcester will recruit and select persons in all positions to ensure a diverse and inclusive climate without regard to race, religion, sex, sexual orientation, age, veteran status, color, political affiliation, creed, national origin, marital status, or any other status as protected by federal, state, and local laws. Family Health Center of Worcester welcomes applications from individuals with disabilities and will make reasonable accommodations for interviews and for service upon request.*