2022-2023 NYCHA Health Corps Member Position Description

Host Site Name: NYCHA Pest Management Department

Position Title: Resident Ambassador Program Health Corps Member

Location: 24-02 49th Avenue, LIC, NY 11101

Tentative Schedule: 9 AM – 5 PM, M-F

# of member Slots in this Position: 1

Need for the specific project on which AmeriCorps Member is serving:

NYCHA strives to develop and implement strategies to safely prevent and combat pest infestation in NYCHA apartments and development grounds. Pests are a known contributor to the development and exacerbation of chronic respiratory conditions, such as asthma. The NYCHA Health Corps Member will help to improve health outcomes for NYCHA residents through the overall reduction of pest infestation at select NYCHA developments through Integrated Pest Management extermination. This type of pest mitigation treatment requires education and cooperation of residents to effectively clear cabinets and closets so technicians can seal holes and cracks that serve as an entry-point for pests. NYCHA in partnership with its pest control vendors has developed a Resident Ambassador Program to hire and train employees to deliver this vital education using a peer-to-peer model. The Resident Ambassador Program launched in April 2022 and has completed the first quarter of the pilot phase. Early analysis is leading to modifications in program implementation and development of new partnerships to expand capacity. The NYCHA Health Corps Member will be instrumental in helping to grow the program, inform lessons learned and document program procedures.

Expectations and Goals for the specific project on which AmeriCorps Member is serving:

The expectations and goals of the Resident Ambassador Program is to decrease the presence of pests by increasing the rate of units that are prepared to receive a thorough Integrated Pest Management treatment. Unit preparation is solely the responsibility of the resident and is dependent on resident awareness and understanding of how to prepare, as well as their physical ability to remove items from cabinets and closets. In cases where there is a vulnerable resident (disabled, elderly or pregnant), Resident Ambassadors will assist with unit preparation.

Member Position Summary:
Reporting to the Resident Ambassador Program Manager, the NYCHA Health Corps Member will support the overall reduction of pest infestation at select NYCHA developments by fostering an increase in resident preparation for extermination appointments via the Resident Ambassador Program. Resident ambassadors educate NYCHA residents using a peer-to-peer model on how to prepare for the extermination appointment; and assist with preparation for vulnerable residents when needed. The member will also be tasked with developing a pest education multi-media campaign throughout their service, including print, video and social media messaging.

**Detailed Tasks:**

The Resident Ambassador Program Health Corps Member duties will include:

- Job shadow Resident Ambassadors
- Speak directly with residents on how to prepare apartment for extermination appointment
- When needed, help remove and replace items from cabinets and closets for vulnerable residents (elderly, pregnant or disabled)
- Troubleshoot issues on-site with Resident Ambassadors (contact Language Services for interpretation; liaise with Property Management staff as needed)
- Analyze data and field reports submitted by Resident Ambassadors
- Research peer-to-peer education models in the context of housing/residents
- Assess resident preparedness rates and interview residents to gather qualitative program experience data
- Develop pest education multi-media campaign, including print, video and social media messaging, in collaboration with NYCHA’s Department of Communications
- Make recommendations to improve efficiency and effectiveness of Resident Ambassador Program

**Required Skills for AmeriCorps Members (set for all program members):**

- Strong commitment to national service and the mission of the host site
- Desire to work in the non-profit sector
- Desire to serve with diverse communities
- Excellent organizational and communication skills
- Ability to conduct community outreach and make presentations to community groups
- Willingness to take initiative to achieve goals
- Strong project management/multi-tasking abilities
- A clear plan for living on the AmeriCorps stipend in New York City
- Availability to lead and/or attend events during evening and weekend hours (frequency varies by position)
• Minimum high school diploma or equivalency
• Ability to pass a criminal background check
• US Citizen or lawful permanent resident (AmeriCorps regulations)

Preferred Academic or Experience Qualifications, Knowledge, Skills, and Abilities:

• Excellent customer service skills; comfortable and skilled at speaking with members of the public face-to-face in a respectful manner
• Experience working in an urban environment and engaging individuals with low-to-moderate incomes
• Experience with Microsoft Office suite (Excel, Outlook, etc.)
• Curious and willing to learn new skills, concepts and tools
• Ability to travel to multiple NYCHA developments citywide; duties may involve climbing stairs, walking, and standing for extended periods of time and using public transportation.
• This position will require the candidate to work in the field approximately 60% of the time and work in the Long Island City, Queens office 40% of the time
• Bilingual in Spanish is a plus

* Please note: The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved in advance by NYC Service.