2022-2023 NYCHA Health Corps Member Position Description

Host Site Name: Institute for Community Equity and Sharing, Inc. dba One Community

Position Title: Community Outreach Associate – The Sharing Network

Location: Company office – 13 Greene Avenue, Brooklyn, New York

Tentative Schedule: Monday – Friday 9:00 a.m. – 5:00 p.m. Generally on-site at office; some hybrid possible. 15% in the field.

# of member Slots in this Position: 1

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

The Sharing Network is a mental health/public health program that counters the mental deterioration and cognitive decline that chronic isolation inflicts on seniors in Fort Greene, Brooklyn. It responds to One Community’s observations of decline among 1,500 isolated older and disabled NYCHA residents we delivered food to during the pandemic.

Many local low-income seniors are at risk. Of people 65 and older in our target NYCHA census tracts, 36.1% live alone and 51% report having a significant ambulatory disability, increasing their isolation. The program’s target population includes 3,220 local seniors. Most are Black and without the internet. (We hope to restore temporarily suspended Spanish language programming and would welcome a bi-lingual Corps member.)

Former NYC Health Commissioner Dr. Dave Chokshi said, “I have been particularly concerned about how to address the emotional health of isolated seniors. You have the answer.”

The program offers intimate phone-based conversation groups — presenting a wide variety of subjects and activities — which become supportive social circles, ending isolation and improving participants’ mental and cognitive health. We expect that a Health Corps member will significantly augment our capacity to bring senior into the program, among their other contributions to our team. The Community Outreach member will support the Sharing Network by assisting with outreach, helping seniors join the program, assisting with operations, getting to know participants so that they be well served and supporting the moderators of the conversation groups.

Expectations and Goals for the specific project on which AmeriCorps Member is serving:
Specific goals relevant to the member’s role are to increase enrollment from 110 to 180, and to get 5 institutions that serve seniors (e.g., food delivery programs, church groups and city programs) to regularly recommend the Sharing Network. The member also will spend half their time assisting members’ participation in the program and helping with program quality control. These will be done by conducting approximately 25 reminder calls a day, automatically plugging members into their groups, conducting at least 15 interview of participants per month, and transcribing recording of groups.

**Member Position Summary:**

For approximately half of their time, the Corps member will conduct outreach to increase participation in the Sharing Network. They will develop and execute strategies to reach older and disabled residents of Fort Greene NYCHA developments and low-income senior buildings who can benefit from the program. The Corps member will take advantage of their insider’s knowledge of the developments to assure that formal and informal community leaders understand the Sharing Network’s benefits and availability and to help locate potential participants. The member will help organize and conduct outreach campaigns focused on older target neighbors. Activities will include tabling, organizing door-to-door contacts, posting and distributing flyers and presenting the program at tenants’ and other meetings. Additionally, the member will participate in the program’s efforts to make the Sharing Network more widely known by case management agencies and other groups that serve homebound seniors in Fort Greene/Clinton Hill which aim to make the Sharing Network routinely available to clients. The member will present the Sharing Network at meetings (in person and virtual) attended by leaders and staff of these agencies and groups. The member will work closely with the Program Coordinator as well as the Programming Director to help carry out other new and ongoing initiatives to bring the Sharing Network to the community.

Outreach efforts conducted by the member will be based on a thoroughgoing familiarity of the program and its clientele. For the other half of the member’s time the member will reach that end by performing technical functions to begin the phone conversation groups and make reminder calls to participants. Ongoing personal contact with participants increases the team’s awareness of the concerns, condition and interests of participants as well as their mental health and cognitive status.

**Detailed Tasks:**

- Contact tenant organizations and building coordinators to explain the Sharing Network.
- Organize table events in buildings to conduct outreach to participants.
- Follow leads for potential participants and make personal contact with those residents.
- Take part in recruiting new participants through partner organization outreach, direct contacts and public forums.
- Participate in the conception and design of flyers and pamphlets aimed at community members and organizations.
- Brainstorm with team members to improve strategies and practices for outreach.
- Participate in role playing and thoughtfully receive feedback to improve effective communications skills.
• Talk with and listen to participants to help them select conversation groups that correspond to their interests.
• Conduct participant surveys to collect data on the needs of Sharing Network members to measure the impact of the program on participants' mental health.
• Elicit feedback from participants on their satisfaction with groups.
• Carefully listen to audio recordings for quality control and to improve awareness of community needs and create written summaries of recordings.
• Assist in beginning group meetings, connecting participants and providing technical assistance for moderators.

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:

Demonstrable comfort dealing with elderly people of color
Familiarity with public housing developments in Fort Greene, Brooklyn is a plus
A comfort dealing with a variety of people from participants to leaders of relevant organizations, with support from the supervisor, if necessary.
Knowledge of 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.