



AmeriCorps and the Medically Underserved in Utah DEFINITIONS AND TYPES OF SERVICE POSITIONS*

Health Educator (HIV/AIDS, Maternal, Diabetes, Hypertension, Asthma, etc)

The main objective for a health educator is to prevent disease and promote healthy lifestyles through knowledge and behavior change. Anyone interested in health education must enjoy working with a variety of people, have good oral and written communication skills, and have a desire to help people. Health educators are an integral part of community health education programs. They provide information to individuals and communities in an effort to promote, maintain, and improve healthy lifestyles. Some of the issues that are of importance include substance abuse, safety, HIV/STDs, nutrition, high blood pressure, smoking, pregnancy, and diabetes.

Community Health Outreach Worker

Outreach workers may also be known as “community health advocates”, “community health representatives”, or “promotoras” and are a fundamental link between their community and the public health care system. They provide informal counseling and support, as well as advocate for and assure the individual needs of their community, while building their community's capacity. Community outreach workers promote healthy living through teaching disease prevention and by connecting their community to formal health and human service systems.

Patient Services Assistant

Assists with patient admissions and registration, data entry for medical records, specified routine procedures such as taking of vital signs, greeting and referring patients; counsels patients and families regarding financial issues such as insurance, eligibility for assistance, sliding fee scales, Medicaid, meal eligibility, and local transportation services; verifies insurance coverage with insurance companies.

Case Management Assistant

Assists with the collaborative process normally associated with multiple episodes of health care intervention that assesses, plans, implements, coordinates, monitors, and evaluates options and services to meet a beneficiary's complex health needs. This is accomplished through communication and available resources that promote quality, cost-effective outcomes.

Patient Advocate

A person who helps a patient work with others who have an effect on the patient's health, including doctors, insurance companies, employers, case managers, and lawyers. A patient advocate helps resolve issues about health care, medical bills, and job discrimination related to a patient's medical condition. For example, cancer advocacy groups try to raise public awareness about important cancer issues, such as the need for cancer support services, education, and research.

Reach Out and Read Coordinator

Reach Out and Read (ROR) is a program that promotes early literacy by bringing new books and advice about the importance of reading aloud into the pediatric exam room. The coordinator may develop and manage the processes of recruiting/training/managing volunteer readers, soliciting books and setting up literacy events.

Translation Assistant

Translators and interpreters are utilized to assist with document translation and interpreting services. This responsibility is often in conjunction with other tasks including in some of the other types of positions.

Volunteer Coordinator

Actively recruit and orient new volunteers in the community; work with local businesses and organizations to gather more volunteers; and responsible for building the capacity of the Volunteer Department through community outreach.

Community Health Advocate

Provide liaison and outreach to targeted populations including: driving to various community locations, answering questions/concerns from targeted populations and researching/developing and providing training to target groups. Provide presentations to community groups, including: presenting to groups of varying sizes; and developing and evaluating presentation materials. Coordinate service delivery to target populations, including: scheduling, planning, and organizing activities; facilitating community meetings.

***Note: The descriptions provided are examples of common member service duties, and should not be looked upon as a limitation of member service title and/or duties.**