



Title: WAFCC Public Health AmeriCorps
Member Position Description

Sponsoring Organization: Wisconsin Association of Free & Charitable Clinics, Inc

Project Name: Increasing Operational Efficiencies and Collaboration to improve the lives of our Neighbors in need.

Site Name: St. Vincent de Paul Charitable Pharmacy (SVDPCP)

Focus Area(s): Building Capacity and Sustainability through service

Primary: Increase health care access for the uninsured

Secondary: Helping assess income and insurance eligibility to assure focus on clinic mission of serving the highest need and those unable to receive care elsewhere.

Reports to: Yolanda Tolson-Eveans, Managing Pharmacist and Site Supervisor, Chris Kane Director of Client Services secondarily.

AmeriCorps Assignment Objectives and Member Activities In summary:

**Provide Direct Services to SVDP
Patient Intake/Screenings for services
Expand outreach and help to define the process for
vaccination and point of care (POC) testing
Increase collaboration with local public
health services for patients**

Pharmacy Specific Overview

Member will engage with pharmacy team and patients focusing on the following:

- Pharmacy daily workflow
- Vaccine and POC focused care
- Pharmacy donation management
- Drug formulary management
- Program utilization reporting
- Pharmacy volunteer staff management

Engage in development of vaccine and point of care testing outreach

Member Activity:

- Evaluate, condense, and streamline the current process and determine the logistics to get mobile pop-up clinics going.
- Engage in the design and implementation of outdoor/off-site immunization and testing process.
- Define scope of the need-via needs assessment, identify, examine, and define ways to determine and measure community need.
- Identify and reach out to existing resources present in the community, determine their strengths, weaknesses and examine potential for collaboration.
- Examine resources available to recruit, notify, and follow-up with community members in need of vaccinations.
- Define ways to measure vaccination and point of care efforts, its impact on community (e.g., educational needs, immunization needs, etc.) for grants (long term).

POC focused Care Development

- Work with and Our Lady of Hope Clinic and Aaron Perry Free Clinic & Specialty Care Free Clinic to develop POC operational and documentation process in pharmacy software and back to the clinics.
- Research grant opportunities to fund supplies and CLIA Waived Lab set-up.

Provide Direct Service Patient Intake

Member Activity:

- Evaluate, condense, and streamline the current process of patient intake.
- Perform patient intake to register new patients.
- Create a way for volunteers to access the registration process to assist new clients remotely.
- Develop an online path for both volunteers and providers to gain access to required forms.

Streamline Donation Process incoming and outgoing.

Member Activity:

- Assess current workflow operations and manuals.
- Review and refine the categorization of donated items and dates.
- Discuss with pharmacy team general outcomes needed for manuals.
- Research and collaborate with other FCCs on inventory database and transfer.
- Implement communication plan to share the system with other FCCs/WAFCC for statewide distribution and coordination.
- Evaluate, condense, and streamline the current process.

Develop a Volunteer Manual complete with Online Training and Access Member

- Participate in the pharmacy operation at all stations to gain an idea of how the pharmacy operates.
- Discuss with pharmacy team general outcomes needed for manuals.
- Discuss current volunteer recruitment, outreach processes currently employed to identify sections that need to be modified with volunteer coordinators in both pharmacy and food pantry.
- Research other clinic volunteer manuals and connect with clinics within the WAFCC cohort.
- Gather data and update volunteer manual and training process for both in person and online.
- Implement volunteer training manual & policies with all current and new volunteers both written and online.
- Design mechanism for ongoing training and on-boarding of new volunteers.
- Design an ongoing training plan to communicate policies and procedures to pharmacy volunteers and staff.
- Assess needs assessment and grant research to expand hours and staff.

- Evaluate, condense, and streamline the current process.

Marketing and Outreach

Member Activity-Wednesday/Fridays

- Participate with Communications/Marketing Team.
- Engage with the Communications/Marketing Team to update, maintain the website and to develop and manage an expanded social media presence.
- Along with the Marketing/Communications team, participate in outreach by tracking contacts, managing information sent to contacts and identifying potential areas for additional outreach.
- Engage with Fund Development on fundraising activities and searching for additional grant opportunities.
- Evaluate, condense, and streamline the current process.

Food Pantry Help/Streamline

Member Activity-Wednesday/Fridays

- Work in the food pantry assisting clients to learn the food distribution and online ordering process to glean ways to standardize and unify processes between Project Dash and Uber Health.
- Engage with the Food Pantry Team and Volunteer Coordinator to update, maintain the website and to develop and manage an expanded social media presence.

Remote work (telecommute) will be possible on Wednesdays and Fridays as needed for researching and traveling purposes which mileage will be reimbursed.