

AMERICORPS MEMBER POSITION DESCRIPTION



COMMUNITY HEALTH AMERICORPS MEMBER

Member Name: TBD
Program Name: Iowa Community Corps
Host Site: Primary Health Care, Inc.
Service Location: Des Moines, IA

Start Date: 9/25/2026
End Date: 6/17/2027
Member Term: Three Quarter Time
Living Allowance amt: \$16,000

Position Summary: The Iowa Community Corps AmeriCorps program is a statewide effort to strengthen communities through increased access to resources to support health and wellbeing. AmeriCorps members serve directly with local organizations to expand their ability to reach and support the people they serve, while gaining professional training to launch or grow a career in community health.

Primary Health Care, Inc. (PHC) is a nonprofit community health center serving nearly 40,000 patients across central Iowa. PHC provides medical, dental, and behavioral health services for individuals and families who experience barriers to care. As the Medicaid Coordinator AmeriCorps Member, you'll help patients maintain uninterrupted access to affordable healthcare by providing education, outreach, and hands-on support with Medicaid enrollment and renewal processes. You'll build systems that enhance PHC's long-term capacity, support patients directly through navigation assistance, and help reduce gaps in coverage that impact health and wellness.

Schedule: Member will serve approximately 35 hours per week, Monday through Friday, between 8am-5pm.

AmeriCorps Member Activities

Training & Onboarding

- Learn PHC's mission, programs, and supportive service offerings
- Gain a clear understanding of Iowa Medicaid requirements
- Train on PHC's electronic health record system and patient registration processes

Educational Events & Community Outreach

- Coordinate outreach times with clinic directors to connect with patients before or after appointments
- Provide information about Medicaid eligibility, renewal processes, and community engagement requirements
- Collaborate with marketing staff to develop clear, accessible educational materials
- Host educational events at PHC clinics and community locations
- Gather feedback, assess event effectiveness, and make improvements as needed

Individual Patient Outreach & Support

- Collaborate with PHC's data team to identify patients at risk of losing Medicaid coverage
- Reach out to patients via phone, text, or mail to share updated program requirements
- Provide one-on-one navigation support to help patients complete enrollment or renew coverage
- Update electronic health records to ensure accurate patient contacts, demographics, and coverage information

Develop Sustainable Systems & Staff Tools

- Create workflows, guides, and job aids that support insurance maintenance efforts
- Train PHC staff on new or updated Medicaid support processes
- Participate in pilot projects that strengthen PHC's long-term insurance sustainability systems

Desired Skills/Qualifications:

- Ability to lift 20lbs
- Effective communication in English, multilingual a plus
- Proficiency with computers and Microsoft Office
- Reliable transportation
- Ability to create technical instruction documents