AMERICORPS MEMBER POSITION DESCRIPTION

MYCHART NAVIGATOR AMERICORPS MEMBER

Member Name: TBD
Program Name: Iowa Community Corps
Host Site: Primary Health Care, Inc.
Start Date: 911/06/2026
End Date: 7/29/2027
Service Location: Des Moines, IA

Member Term*:
Three Quarter Time OR Half Time
Living Allowance amount:
$16,000 OR $12,000
Education Award: $5,176 OR $3,697
Benefits dependent on term type

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 MyChart Navigator AmeriCorps Member, you'll provide a much-needed service that current staff do not have capacity to provide: hands-on patient support to help patients enroll and navigate MyChart, ensuring uninterrupted access to affordable healthcare by providing education, outreach, and hands-on support with MyChart enrollment. You'll build systems that enhance PHC's long-term capacity, support patients directly through navigation assistance, and help reduce gaps in care that impact health and wellness.

As the MyChart Navigator AmeriCorps Member, you'll help patients connect with their healthcare through MyChart education, enrollment, and hands-on account support. You'll promote patient engagement by assisting patients with account registration, activation, and basic navigation, while building sustainable workflows and resources that help PHC increase MyChart adoption and improve access to online health services.

Schedule: Member will serve approximately 35 OR 25 hours per week, Monday through Friday, between 8am-5pm.

AmeriCorps Member Activities

Training & Onboarding

- Learn PHC's mission, programs, and supportive service offerings
- Learn MyChart features, enrollment steps, and common account-access troubleshooting processes
- Learn PHC's electronic health record system and approved MyChart enrollment and support workflows
- Obtain Marketplace Insurance certification

Educational Events & Community Outreach

- Coordinate with clinic directors to identify in-person opportunities to assist patients with MyChart enrollment before or after appointments
- Explain MyChart benefits and available features, including appointment information, secure messaging, and access to health information, as applicable
- Collaborate with marketing staff to develop clear, accessible MyChart enrollment and education materials
- Promote MyChart and provide enrollment assistance at rotating PHC clinics and community locations
- Gather patient and staff feedback, assess outreach effectiveness, and recommend improvements as needed

Individual Patient Outreach & Support

- Collaborate with PHC teams to identify patients who have not enrolled in MyChart and prioritize outreach opportunities
- Conduct approved outreach by phone, text, or mail to encourage MyChart enrollment and offer assistance
- Provide one-on-one navigation support to help patients register for, activate, and navigate their MyChart accounts
- Document outreach and enrollment activity in approved systems and follow PHC privacy and information-security requirements

Develop Sustainable Systems & Staff Tools

- Create workflows, guides, and job aids that support consistent MyChart enrollment and patient education
- Share MyChart enrollment workflows and educational resources with PHC staff
- Participate in pilot projects that strengthen PHC's long-term MyChart adoption and patient engagement efforts

Desired Skills/Qualifications:

- Ability to lift 20lbs
- Effective communication in both English and Spanish
- Proficiency with computers and Microsoft Office
- Reliable transportation
- Ability to create technical instruction documents