

# **PITTSBURGH HEALTH CORPS**

## ***Member Service Description***

### ***I. Site Information***

#### **Site Name and Location:**

Global Links  
4809 Penn Ave.  
2<sup>nd</sup> Floor  
Pittsburgh, PA 15224  
[www.globallinks.org](http://www.globallinks.org)

Global Links is in the Bloomfield/Garfield neighborhood of Pittsburgh and is accessible by PAT bus lines from downtown or Oakland.

#### **Organization Description and Mission:**

Global Links is a medical relief and development organization dedicated to a two-fold mission of environmental stewardship and improving health in developing countries. Global Links collaborates with U.S. healthcare institutions and the World Health Organization to redirect still useful materials away from the waste stream to public health improvement efforts in targeted countries throughout the hemisphere.

#### **Critical Community Need(s) to be addressed through member service:**

Global Links relies on the support of volunteers throughout the greater Pittsburgh area to efficiently and economically fulfill our mission. Since we focus on recovering unused supplies and gently used medical furnishings and equipment from area hospitals, Global Links relies on hundreds of hospital personnel from the major hospitals of the area to set aside appropriate materials for Global Links. We serve an important role in the Pittsburgh area by providing hospitals with an environmentally responsible alternative to disposing of useful materials. We thereby reduce the amount of hospital generated waste entering landfills.

Each year over 100 individuals and 80 groups volunteer more than 6,000 hours to help sort and pack critically needed medical supplies for shipments overseas. In addition, Global Links relies on specialized medical volunteers to advise Global Links staff regarding the appropriate use of many of the sophisticated supplies and surgical instruments that we receive.

Never before has the demand for our services of providing medical support to hospitals overseas been greater. Additionally, the national Green Health movement has spurred

hospitals to find alternatives to landfill and incineration of surplus materials. To do this, it is essential that we further increase the organization's volunteer base and expand our outreach and education work within area hospitals.

The Health Corps members help in the following ways:

1. Increase the number of volunteers Global Links could accommodate to help sort and pack medical supplies and thus increase the amount of supplies we are able to process.
2. Increase the exposure Global Links has in the Pittsburgh community.
3. Help maintain the quality of Global Links shipments by helping to research incoming medical supplies Global Links receives from area hospitals.

In addition to the crucial support members provide to Global Links and the patients we serve overseas, Global Links' outreach efforts are also of benefit to the greater Pittsburgh community. Through our outreach efforts, Global Links helps educate the local community about the structural surplus of materials that exists in the U.S. health system and the need to find an alternative to throwing this material in our increasingly full landfills. In so doing, Global Links is helping to deepen the environmental awareness of the general public and hospital community while providing education on global health issues that affect all of us.

Global Links is also helping to expand Pittsburghers' awareness of the interconnectedness of our global community. As the HIV-AIDS crisis, the spread of West Nile Virus, the spread of SARS and the Avian Flu demonstrate, disease knows no boundaries in our increasingly mobile world. It is difficult or impossible to contain the spread of serious diseases. When people in one part of the world receive inadequate healthcare, it can and does affect us all.

*Site Supervisor assigned to support member:*

*Name/Title/Phone/Fax/Email:*

Jennifer Novelli, Volunteer Program Manager  
412-361-3424 ext. 205 / Fax: 412-361-4950 / [glvolunteer@globallinks.org](mailto:glvolunteer@globallinks.org)

***II. Service Description*** (Remember, a member cannot duplicate services provided by a current employee or that an employee has provided within the past 6 months)

*Service Activities/Responsibilities:* (be sure to include numbers, amounts, and time lines)

### **A. Improving Global Links' on-site volunteer program**

#### **1. Volunteer Supervision**

- Orient and lead volunteer groups and individual volunteers who sort and pack

medical supplies. Note that the presentation given at the beginning of the project educates the public about healthcare issues facing the underserved.

- Cultivate relationships with volunteers.

Lead groups 3-5 times per week for a 2 hour project. Lead individual volunteers regularly. Start leading groups on own after 1 month of training.

*~25 hours per week will be dedicated to volunteer supervision*

## **2. Volunteer outreach**

- Help recruit and retain volunteer groups and help systematize communication with these groups. Groups fall into the categories of 1.) corporate groups 2.) churches, mosques and temples 3.) civic groups 4.) schools 5.) colleges and universities.
- Attend volunteer recruitment fairs at local schools and universities; schedule and attend relevant community festivals and events; research opportunities for outreach fairs and events that Global Links does not yet know about. These events are not necessarily to recruit volunteers, but to inform the community about Global Links' work and the challenges facing public health worldwide.
- Develop display for volunteer recruitment fairs and events.
- Write and create "stories" that demonstrate why the work Global Links does is important and which connect current as well as potential volunteers to the impact of Global Links' work. These "stories" should also educate people about public health issues.

Start immediately.

*~3 hours per week.*

## **3. Volunteer recognition**

- Plan ways and/or events to thank and recognize our volunteers. Develop ideas to constantly educate and to motivate volunteers.

Conceptualize and help plan 1-3 events and/or project ideas throughout the year. Contribute fresh ideas to motivate volunteers. Start immediately.

*~1 hour per week.*

## **B. Helping to maintain the high quality of our overseas donations through medical product research**

- Utilize the Global Links (GL) databases, the internet, and calls to manufacturers to research incoming supplies new to GL. In consultation with the volunteer department team and other staff, determine usefulness of “new” products for partner hospitals.
- Document information for GL databases.

Ongoing. Start immediately.

*~5 hours per week*

### **C. Assisting office outreach projects/initiatives**

#### **1. Testimonial feedback binder**

- Organize feedback from overseas partners, volunteers, local community partners, mission/service trips for the entire Global Links staff. Assist staff who are looking for “stories” or photos to share on tours, in newsletters, in the e-zine, etc.

#### **2. Local community partners**

- Maintain list of community partners who can take product Global Links can not send to its partners overseas. Find new partners, utilizing Healthcorps sites and other networks. Prep materials to be donated to local community partners.

#### **3. Other outreach projects**

- Assist with our Global Links tours/presentations.
- Assist with mission/service requests from local medical professionals and local groups conducting health clinics overseas.
- In addition to the core areas listed above, additional opportunities exist for involvement with other outreach programs (such as an on-going international health discussion series or mission/service trips from the community) depending on the interest of the individual who fills this position and the needs of Global Links’ staff.

Start immediately.

*Combined: ~3 hours per week.*

*Overall Service Goals:* *(be sure to include numbers, amounts, and time lines)*

- Lead volunteer groups in sorting and packing supplies. Build relationships with volunteer group leaders and other group volunteers. (Serve as group leader for 3-5 groups a week.)
- Lead 10-20 individual volunteers in projects each week. Build relationships with these volunteers.
- Increase public awareness about Global Links and community involvement with our organization. (At least twice a month: attend volunteer recruitment fairs, give talks, research and communicate “stories” to regular volunteers, participate in “Be Inspired. Be Informed” tours, etc.)
- Develop an effective message for the public about healthcare realities facing the underserved and why our work is important. (Create appropriate displays and presentations dependent on audience. These can be visual displays, powerpoint presentations, etc. We’d like to see at least three “messages” developed in any format for the year.)
- Develop events and/or project ideas for volunteer recognition & motivation. (Plan and facilitate 1-3 events and/or project ideas in the year for volunteers.)
- Increase Global Links’ capacity to serve hospitals overseas better by learning about medical products and documenting information about supplies. (Research weekly information on supplies; document information for GL databases on a weekly basis.)
- Recruit 1-3 new local community partners in the service year. Pull product for community partners at minimum on a bi-weekly basis.

*Outcome Measures: (be sure to qualify what measurable impact the member will have through service at Partner Site)*

**Increase in volunteer participation** – Supervise 3-5 volunteer groups a week and supervise at least 10-20 individual volunteers each week. Help Global Links volunteer team meet its goal of 6500 boxes packed and 6500 volunteer hours for 2009.

**Effective presentations** – Create visual displays and/or power point presentations for the Global Links sorting center and warehouse locations, volunteer fairs and the public aimed at specific audiences (high school age volunteers might need a slightly different presentation than adults, etc.) Develop at least three “messages” and present to the public at least once a month. This can include helping with our Global Links tours/presentations.

**Events and/or project ideas** – Conceptualize and help plan 1-3 events and/or project ideas for volunteer recognition during the service year.

**Product supply documentation** – Add to our body of knowledge on medical supplies and their uses in healthcare institutions. (Research at least 3 products a week for the duration of the service year.)

**Local community partners** – Recruit 1-3 new community partners for the service year. Pull product for local partners at least twice a month so materials do not expire on shelves at the Penn Ave. sorting center. Maintain list of local community partners.

**III. Performance Measures:** The PHC AmeriCorps program is based on National Health Corps Performance Measures. Each PHC member should provide services that fall in at least one of the NHC Performance Measures below:

**1. Access to Care**

*Does your service position include assessing eligibility for, completing paperwork for, and enrolling community members in adult/child health insurance and/or patient medication assistance programs?(please check one)  YES  NO*

*If “yes”, please provide site specifics and explain the details regarding how the member will provide service with these programs:*

**2. Individual & Group Health Education Instruction**

*Does your service position include any of the following:*

*Teaching health education classes, workshops, one on one sessions, leading clubs or organized activities on public health topics including home/public safety, violence prevention, smoking cessation, nutrition and exercise, asthma, diabetes, hypertension, HIV/AIDS, hepatitis and other public health topics that meet local community needs. (please check one)  YES  NO*

*If “yes”, please provide site specifics and explain the details regarding how the member will provide health education:*

**3. Health Screening, Testing & Immunization**

*Does your service position include the member organizing, coordinating, promoting and/or participating in health screenings, testing and immunization campaigns for HIV/STDs and other communicable diseases, BMI, blood pressure and other issues that respond to local needs? (please check one)  YES  NO*

*If “yes”, please provide site specifics and explain the details regarding how the member will provide service relating to health screenings, testing, and immunization:*

**4. Health Information & Outreach Material Distribution**

*Does your service position include the member distributing health education and outreach materials to individuals in underserved populations?*

*(please check one)  YES  NO*

*If “yes”, please provide site specifics and explain the details regarding the information that will be distributed and how it relates to the services provided by the site as a whole:*

### **5. Promotion of Health Professions**

*Does your service description include giving the member the opportunity to be trained on health professions, health care settings, health care education opportunities, the healthcare needs of the underserved, health disparities, cultural competency, and various health related topics such as tobacco, asthma, hypertension, nutrition and HIV/AIDS? (please check one)  YES  NO*

*If “yes”, please provide site specifics and explain the details regarding how the member will be trained, gain experience in the health related topics mentioned:*

- Learning and researching medical supplies; learning about medical specialties and procedures (necessary to lead volunteers in projects and to research products)
- Meeting and working with medical professionals who are also volunteers at Global Links; these include nurses, doctors, surgeons, physical and occupational therapists, etc.
- Calling and/or visiting websites of medical manufacturers when researching products; asking our list of medical specialists for specific information when researching products
- Participate in scheduled trainings for Global Links employees by medical staff (such as recent training sessions in IV supplies and procedures and dialysis supplies and procedures)
- Shadow Global Links warehouse staff when they make pick-ups at local hospitals
- Shadow Global Links hospital liaison staff when they make presentations to departments and staff at local hospitals

## ***IV. Logistical Information***

### ***Expected Schedule for Providing Service at Site:***

Global Links has a flexible 37.5 hour service week. The office is open Monday to Friday from 9 a.m. – 5 p.m. as well as on two evenings a week and on most Saturdays. Evening and Saturday service hours are required to lead volunteer groups and attend fairs and outreach events and those hours would be part of the normal service week. (Typically the member then takes Monday or Friday off to compensate for the evening/Saturday time.) A schedule will be determined after a member has been selected, as it could be different depending upon the needs of the individual recruited and the needs of the staff.

For 2009/2010 we would like the Healthcorps member to be available specifically for Thursday evenings and on two Saturdays a month.

### ***Orientation Plan:***

The *Healthcorps member* will have an office procedure orientation. Then, the member will begin service by working with volunteers and staff to sort and pack medical

supplies. It is essential to quickly learn Global Links' procedures for packing and sorting supplies. As part of training, the Healthcorps member will be supplied with reading materials about Global Links' work and about the importance of public health and environmental awareness that are central to Global Links' mission.

The *Healthcorps member* will meet with staff to understand what they do and to learn how their role facilitates Global Links' work, including a visit to our warehouse space. This overview will be key for developing effective messages about Global Links and the importance of our work.

There will be weekly meetings with the volunteer staff team and the overseas program team for ongoing training and communication about the status of projects.

There is a big learning curve and the Healthcorps member should be prepared that it will take some time of hands-on service to become comfortable with all aspects of the position.

***Service Location(s) if different from site address:***

Meetings and presentations can be off-site. There will be occasions when we pack and sort medical supplies or prep furnishings and equipment at the warehouse. The Healthcorps member will need to use their own vehicle (mileage is reimbursable for off-site meetings but not for coming and going home from work); or they will need to use the public transportation system at their own expense. The Global Links warehouse is close to our sorting center. Directions are available at:

<http://www.globallinks.org/contact/directions/>

Past members have found it most convenient to live in the Friendship or Bloomfield areas of Pittsburgh. They have been able to walk to our Penn Ave. sorting center.

***Additional Info (parking, transportation, ID, etc.):***

Office attire is business casual. Health Corps members work with the public on a daily basis and are expected to dress in a professional manner. More details about the dress code will be provided during orientation. See "Service Locations" information above and our website for information on transportation.

***Member Qualifications:***

- Strong communication skills
- Ability to perform independently AND as part of a team
- Ability to multi-task and meet deadlines for projects without reminders
- Demonstrated leadership capabilities
- Attention to detail
- Administrative skills

- Quick learner
- Excellent phone manner
- Good public speaking skills
- Internet research skills
- Working knowledge of MS Word, MS Excel, and MS Access
- Self-starter
- **Flexibility is key**
- Ability to receive constructive feedback

Please note that service is physically demanding – we are up and down the stairs to answer the door, we are lifting and carrying boxes back and forth, and we are on our feet on the sorting floor.