**St. Louis Area Foodbank**





**AmeriCorps Member Position Description**

**Service Position Title:** Community Resource Member

**Address of Program**: 70 Corporate Woods Drive, Bridgeton, MO 63044

**Service Location:** Hybrid (partially on site at program address; partially serve from home)

**Program Director:** Kobi Gillespie, Director of Volunteer Services; 70 Corporate Woods Drive, Bridgeton, MO 63044; kgillespie@slfoodbank.org; 314-227-3727

**Site Supervisor:** Melanie Hager, Community Resource Manager, mhager@stlfoodbank.org, 314-292-5767

**Program Purpose**: The St. Louis Area Foodbank has identified interventions related to COVID-19 recovery that will respond to the need and advance the organization’s mission of building stronger communities by empowering people with food and hope. AmeriCorps Members will expand access to nutritious food, and aid in the recovery of the community as a result of the COVID-19 pandemic. The organization will complete this through a combination of food access interventions—including public benefits outreach, sourcing food donations, improving the client intake process, and strengthening community relationships. Each of the efforts will be supported by AmeriCorps Members. The outcome of these actions will be to increase the efficiency, effectiveness, and program reach of the Foodbank’s network of partner agencies, as well as increasing the number of individuals who report increased food security.

**Program Impact**: Building a stronger bi-state region by nourishing people, empowering communities, and transforming systems.

**Service Position Summary:** The Community Resource Member focuses on increasing the number of approved Supplemental Nutrition Assistance Program (SNAP) applications completed by the Foodbank and its community partners in support of those seeking food assistance. To achieve this, the member will complete SNAP and other benefit applications, implement improvements to the follow-up process, as well as recruit, support, and onboard community partners. In addition, the member will use warm handoffs through the maintenance of a comprehensive list of referral partners while growing awareness of SNAP and our services.

**Essential Functions of Position:** The St. Louis Area Foodbank has determined that the probability of access to vulnerable populations is so great that all members will undergo all required criminal history checks: NSOPW, FBI, and Missouri State Police, as well as other states, as necessary. Must be able to successfully pass pre-placement drug screening and have a clean driving record.

* Support neighbors with completing SNAP and other benefits applications and answer questions regarding the approval process. Serve as a neighbor advocate while following up and providing referral services.
* Update neighbor application and referral information in the database and submit to appropriate state offices.
* Grow awareness of the Foodbank’s services through collaboration to create newsletters, educational flyers, social media posts and videos.
* Support the development and expansion of programs to increase food security by staying abreast of changing processes, new referral opportunities and implementing ways to provide more holistic support to those managing the social service landscape, including researching & developing new and creative opportunities for outreach.
* Organize in person and virtual outreach events to educate our community of resources provided by the St. Louis Area Foodbank
* Partner with other team members to incorporate educational opportunities about SNAP and other benefits into our programs such as mobile distributions, school markets, healthcare partnerships and Food on the Move.
* Support efforts to update and maintain policy manuals and standard operating procedures.
* Travel within SLAFB service territory to attend outreach activities and meetings as needed.
* Leverage at least 5 additional non-AmeriCorps volunteers to serve alongside Members to increase the impact of the program and build sustainability in the community.
* Additional service projects, as approved by the program director.

**Knowledge, Skills, and Abilities Required:**

* Passion for the Foodbank mission and the ability to demonstrate SLAFB’s Core Values: Stewardship, Teamwork, Agility and Respect
* Excellent oral and written communication, presentation and interpersonal skills including empathy and compassion for the clients we serve.
* Proficient in Microsoft Suite and excellent technological skills navigating online systems.
* Must be able to lift 50 lbs. and withstand extreme temperatures outdoors at Food Distributions.
* Ability to think strategically while acting tactically.
* Excellent customer service skills and ability to communicate effectively over the phone.
* Strong leadership, mentoring and organizational skills. Ability to work independently and as art of a team.
* Excellent organizational skills.
* Self-starter with strong problem-solving skills. Ability to generate new ideas and think critically about the best ways to implement them.
* Ability to manage multiple projects and handle interruptions while maintaining focus on tasks and produce accurate work.
* Ability to establish and maintain effective working relationships with diverse stakeholders.
* Must have reliable transportation with proof of insurance and be willing to travel within a 125-mile radius on a regular basis. May require further overnight travel occasionally.
* Bilingual (Spanish) a plus

**Eligibility:** An AmeriCorps participant must: be at least 17 years of age at commencement of service; be a citizen, national, or lawful permanent resident alien of the United States; satisfy the National Service Criminal History Check eligibility criteria.

**Academic and Experience Qualifications:** At minimum, have a high school diploma or its equivalent. Bachelor’s degree preferred. Two years previous experience coordinating programs and/or volunteer activities with partners and volunteers of varying socio-economic backgrounds for a non-profit organization strongly preferred. Prior exposure to navigating SNAP programs a plus. Experience working with state, federal or grant funding preferred

**Commitment Required:** This position requires a minimum of 1,720 hours of service during a period of not more than one year. Generally, members are expected to serve a minimum of 35 hours per week. While general work hours are Monday – Friday, 8:00 AM – 4:30 PM, workdays may differ due to project demands. Start dates are flexible. End date will be no more than 365 days after start date. Members will be expected to participate as a team in MCSC AmeriCorps Opening Day in Jefferson City and in at least 3 local national service days (9/11 Day of Remembrance, Dr. Martin Luther King Jr. Day of Service, AmeriCorps Week).

**Orientation and Training:**

* **General Orientation** will take place over Member’s first 2-3 days and will consist of:
	+ Introduction to National Service and AmeriCorps
	+ Introduction to St. Louis Area Foodbank (SLAFB) – Understanding objectives of the program
	+ AmeriCorps 22-23 Program Handbook
	+ Service in the local community: National Days of Service
	+ Inclusive Workplace Training / Awareness
	+ Receipt & responsibilities of laptop
	+ AmeriCorps programs and network
	+ Feeding America Orientation
	+ Food Safety Training
	+ Mission Experiences
* **Department Onboarding & Specific Position Training** will consist of:
	+ Position Roles & Responsibilities
	+ Specific skills and knowledge needed to perform service at service site:
		- SNAP Eligibility
		- Application Basics
		- Oasis Insights + Data Collection/Storage
		- Resource Partner Network
		- Community Information Exchange
		- SquareSpace Scheduler
		- Community Outreach 8. Feeding America Basics
		- External Resource Guide
		- Equitable Access Overview
	+ Role-specific safety procedures for Member safety

**AmeriCorps Program Benefits:**

* **Living allowance stipend**: Members will receive a total allowance of **$18,880** paid over 26 pay periods; FICA and federal & state income taxes will be withheld
* **Education award**: Members may receive a Segal AmeriCorps Education Award in the amount of **$6,495** upon successful completion of their term of service in accordance with the Member Service Agreement. Members that are at least 55 years of age at the start of service may transfer their award to a child, stepchild, grandchild, step-grandchild or foster child.
* **Student loan forbearance**: Members who are earning a Segal AmeriCorps Education Award are eligible for one type of postponement of the repayment of their qualified student loan called forbearance.
* **Healthcare**: SLAFB will provide or make available healthcare coverage to AmeriCorps Members serving a full-time term who are not otherwise covered by a healthcare policy at the time the Member begins the term of service. Should Member lose coverage during the term of service as a result of service or through not deliberate act of their own, Member will become eligible for coverage provided or made available by SLAFB.
* **Childcare**: CNCS will provide for childcare payments for Members who meet eligibility requirements.
* **Workers Compensation**: In the event of injury or illness while serving, AmeriCorps Members are eligible for workers compensation through the SLAFB Workers Compensation policy.
* **Member Assistance Program**: Access to free and confidential short-term counseling and a wide-range of other services for Members and family members.
* **Service Gear**: SLAFB will provide AmeriCorps service gear.
* **Holidays**: 12 holidays as recognized by SLAFB
* **Training & Professional Development**: SLAFB will provide both required and individually desired development opportunities throughout term of service, in addition to those offered during orientation. This includes, but is not limited to:
	+ **AmeriCorps 101 for Members** via On3Learn (required prior to interview)
	+ **Prohibited, Unallowable and Allowable Activities** via On3Learn (required)
	+ **CPR/First Aid certification** (required)
	+ **Disaster Deployment:** MCSC may activate and/or deploy Members to serve during a disaster response or recovery effort.
	+ **MCSC LeaderCorps:** SLAFB will select one or two Members each program year to participate in a leadership training program developed and implemented by MCSC.
	+ **Life After AmeriCorps** via On3Learn (required near end of service term)
	+ Additional training and professional development opportunities as appropriate.
* Beyond these benefits, Members will have the opportunity to serve a valuable mission alongside a dedicated team to make a difference in the community.

**Evaluation and Reporting:**

* Mid-term and end-of-term evaluations will be required; Member will submit weekly time sheets electronically.

**For additional information or HR support during term of service:** Contact Program Director – Kobi Gillespie, Director of Volunteer Services; kgillespie@stlfoodbank.org; 314-227-3727

*The St. Louis Area Foodbank places high importance on maintaining a diverse corps, seeking to attract members all races and ethnicities, socioeconomic backgrounds, education levels, gender identities, sexual orientations, and abilities.*

**Member’s Full Legal Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature (member): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_**

**Signature (program director): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_**

**SLAFB** = St. Louis Area Foodbank

**CNCS** = Corporation for National Community Service (aka AmeriCorps or the Corporation)

**MCSC** = Missouri Community Service Commission (aka the Commission)