**St. Louis Area Foodbank**

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**AmeriCorps Member Position Description**

**Service Position Title:** Service Insights AmeriCorps 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](mailto:kgillespie@slfoodbank.org); 314-227-3727

**Site Supervisor:** Will Beshore, Service Insights Project Coordinator; 70 Corporate Woods Drive, Bridgeton, MO 63044; [wbeshore@slfoodbank.org](mailto:wbeshore@slfoodbank.org); 314-292-5386

**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 Service Insights Coordination AmeriCorps Member will work under the direction of the Service Insights Project Coordinator, and the support of the Partners and Programs Team, to train and onboard up to 60 agencies to the Service Insights program to increase their capacity to aid neighbors. They will onboard targeted agencies and guide client intake with our Service Insights tool in our highest need counties identified by number of client visits. This role will expand the Foodbank’s ability to support and guide partner agencies through the implementation process.

**Essential Functions of Position:** The 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.

* Train partners on Service Insights on MealConnect intake software.
* Conduct in person implementations to support initiative with client intake across service territory.
* Provide support during food distributions to agencies performing client intake and aiding partner volunteers with the intake process.
* Develop training materials to support with the training of partner agencies on the intake program
* Communicate with partners to coordinate trainings and onboardings.
* Provide updates to Service Insights Project Coordinator on status of partners weekly
* Leverage at least 5 additional non-AmeriCorps volunteers to serve alongside Members in order 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:**

* Strong computer skills; Proficient in Microsoft Office Suite.
* Experience working with a variety of communication tools such as email, phone, and video.
* Excellent oral and written communication, interpersonal and presentation skills.
* Strong customer focus.
* Team oriented.
* Must have reliable transportation with proof of insurance and be willing to travel throughout jurisdiction.
* Ability to think strategically while acting tactically.
* Excellent organizational skills.
* Keen attention to detail.
* Self-starter. Able to encourage and motivate partners to implement Service Insights system.
* Manage time well between supporting agency partners they are onboarding

**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. Some college coursework or experience in customer service or information technology 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
  + Partner Services programs
  + Specific skills and knowledge needed to perform service at service site
    - Service Insights process training
    - Service Insights onboarding and training shadowing
    - Food distribution training
    - Service Insights on MealConnect training
  + 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. *(Award subject to federal and possible state tax in the year each payment is made.)* 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.
* **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](mailto: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)