

**AmeriCorps VISTA Service Insights Data Member**

The Mission of the St. Louis Area Foodbank is to build a stronger bi-state region by nourishing people, empowering communities, and transforming systems. As the region’s largest food distribution charity dedicated to feeding those in need, we are working to create a nutritionally secure Missouri and Illinois. The **VISTA Service Insights Data Member** works under the direction of the Service Insights Project Coordinator, and the support of the Partners and Programs Team, to build the infrastructure of our service data collection, create data cleaning procedures and maintain data integrity. The service year is meant to be a rewarding experience where the individual gains transferable skillsets essential to every nonprofit.

**This position requires someone who:**

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| * Experience writing processes and documenting procedures.
* Experience working with online databases (SQL, Tableau, etc.), a plus.
* Ability to analyze and compile data reports.
* Strong computer skills and Microsoft Office Suite experience.
* Experience working with a variety of communication tools such as email, phone, and video.
* Strong customer focus.
* Team oriented.
* Data entry experience.
 | * Ability to think strategically while acting tactically.
* Excellent organizational skills.
* Keen attention to detail.
* Self-starter with strong problem-solving skills.
* Ability to manage multiple projects, handle interruptions, maintain focus on tasks and produce accurate work.
* Volunteer experience. Non-profit experience preferred.
* Passion for the Foodbank mission and the ability to demonstrate SLAFB’s Core Values: Stewardship, Teamwork, Agility and Respect.
* Ability to work selected weekends.
* Bi-lingual Spanish speaking, a plus!
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**Other Details:** See [servethelou.org](http://www.servethelou.org) to learn more about AmeriCorps VISTA service.

* **Commitment**: One year, minimum of 35 hours per week
* Allowed to have secondary employment with prior approval from supervisor; VISTA responsibilities must always be the first priority
* **Pay**: Approximately $17,600/year stipend
* **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.
* Professional development opportunities related to position available
* Other benefits may include: a relocation allowance for moving for service, childcare assistance, mileage reimbursement for service-related travel and health care options
* Join a community! In St. Louis, there is a VISTA umbrella with other like-minded individuals living and working in the community. Events take place monthly.

**Volunteer Assignment Description - AmeriCorps VISTA Service Insights Data Member**

### Title: AmeriCorps VISTA Service Insights Data Member

**Sponsoring Organization:** St. Louis Area Foodbank

**Project Name:** St. Louis Area Foodbank

**Project Period:** 1 year from date of placement

Main responsibilities include:

1. Research, implement, and track data importing and cleaning procedures as it relates to the Service Insights Initiative.
2. Communicate effectively with partners.
3. Participate in database management. Including partner reporting support and ad hoc reporting.
4. Assess and update the documentation for the Service Insights platform.
5. Support finding solutions for maintaining consistent data quality across various formats.
6. Data entry.
7. Manage duplicate report to create unique count of neighbors served.
8. Create reports as needed.

The above list is not exhaustive; there will be times where you will be asked to help participate and potentially lead out other projects on an as needed basis. This can include areas outside of your immediate area of responsibility. These projects can come from the Service Insights Project Coordinator or other staff.

### Goal of the Project:

The goal of the St. Louis Area Foodbank VISTA Program is to increase the number of meals the Foodbank provides to the community each year. During this term, we plan to distribute at least 41 million meals. To do this, the Service Insights VISTA will increase the number of partner agencies utilizing the Service Insights database software. This will increase communication and client data reporting efficiency and accuracy between the St. Louis Area Foodbank and partner agencies using a real-time reporting database. By creating a more efficient reporting process, the Foodbank and agency partners can eliminate the extensive amount of monthly reporting in paper form in an accurate and precise manner. This will allow the Foodbank and partners to have additional time to focus on reaching communities most in need through the delivery of nutritious food in a way that meets people where they spend their time instead of through traditional food pantries. By increasing access to food, we enable the one in six families who face hunger throughout our 26-county territory to save precious dollars that they can then use on health care costs, utilities, unexpected costs such as repairs, etc.

**Objective of the Assignment (Period of Performance: Quarter 1**): Assess the current state of the Service Insights program at the St. Louis Area Foodbank and make recommendations.

**Member Activities:**

1. Review current Service Insights program including data collection, database management (Service Insights), documentation management, etc.
2. Research best practices for cleaning and consolidating data and provide recommendations
3. Attend food distributions to learn, test models and participate as needed for learning.
4. Help with pulling and compiling partner reports.

**Objective of the Assignment (Period of Performance: Quarter 2):** Create and implement neighbor recording activity procedures, data cleaning and consolidation processes for the Service Insights program based on research findings.

**Member Activities:**

1. Create and implement data consolidation procedures to create one dataset
2. Create necessary templates and forms (Service Insights internal and external documentation, partner training documentation, etc.) and begin implementation throughout the Foodbank
3. Create Service Insights ad hoc reports (daily, weekly, monthly, quarterly)
4. Working with the VISTA Volunteer Coordination Member, create position description(s) for Service Insights neighbor entry volunteer opportunities and create a process to identify, recruit, train and grow Service Insights volunteers.
5. Develop methods to establish the success of the Service Insights volunteer program to include, but not limited to, volunteer tracking, volunteer satisfaction, and hours/shifts completed
6. Support partners through check-in calls, emails, etc.
7. Attend food distributions to learn, test models and participate as needed
8. Support partner reporting.

**Objective of the Assignment (Period of Performance: Remainder of assignment):** Maintain newly developed methods of the Service Insights program. Help coordinate implementation and tracking of Service Insights software within the partner network. Create ad hoc reports as requested. Actively engage in the recruitment of Service Insights Data program volunteers. Implement program findings and continually improve tracking as needed.

**Member Activities:**

1. Regularly evaluate and clean the Service Insights database.
2. Research, implement, and track the Service Insights client intake process at partner agencies for accuracy and completeness.
3. Provide Service Insights program documentation (internal and external procedures, training documentation, etc.)
4. Provide Service Insights ad hoc reports to the Service Insights team (daily, weekly, monthly, quarterly).
5. Research the need for volunteers to assist with the neighbor entry process.
6. Continue partnering with VISTA Volunteer Coordination Member to begin recruiting Service Insights Data volunteers and ensure that department volunteer programming has a sustainable plan for volunteer engagement
7. Continually assess data collection methods to determine partner satisfaction and adjust program as needed based on results
8. Attend food distributions to learn, test models and participate as needed

**Apply at:**

[M:STL-St. Louis Area Foodbank Service Insights Data VISTA](https://link.edgepilot.com/s/a43da562/Iq9pdJPOqEClso4CnsQK8A?u=https://my.americorps.gov/mp/listing/viewListing.do?fromSearch=true%26id=106477)

**Contact Person:**

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