Children & Senior Program Assistant

(AmeriCorps VISTA)

Second Harvest Food Bank Position Description

DEPARTMENT:	Programs
REPORTS TO:	Children & Senior Program Specialist
WORK HOURS:	37.5
LOCATION:	Springfield, Ohio
FLSA STATUS:	N/A
SUPERVISORY:	No
REVISION DATE:	August 2020

VISTA Member's Objectives: *Program Improvement* members will complete a variety of activities, which will generally include tasks such as adjusting or modernizing existing programs, services, technology, or infrastructure to meet the current era, supporting the launch or expansion of programs serving particularly vulnerable populations hard-hit by COVID-19 and related economic fallout, or conducting research or gap analysis to inform program delivery improvements.

Essential Job Functions:

- **Conduct research, mapping, and/or data analysis to inform program delivery improvements**
  - Research best practices for service delivery and quality improvement reviews for reaching children, parents and seniors.
  - Record and track client needs based on trends and statistics.
  - Analyze data to determine which client engagement techniques and strategies are succeeding and which ones need to be revamped.
- **Assess and launch strategies to enhance new or expanded programs or services**
  - Assess current child and senior programming for effectiveness and quality.
  - Develop a service delivery effectiveness and quality report and improvement action plan.
  - Assist in the planning and restructuring of on-site and off-site CSFP distributions.
- **Build the capacity of the local hunger relief network and its ability to meet the needs of its community through new/evolving service models**
  - Conduct food insecurity research to determine need in the service area.
  - Produce a needs assessment report from collected research.

Role Specific Goals:

- Number of individuals receiving emergency food assistance directly attributable to member's capacity building support: 10,000.
- Number of individuals receiving other basic needs assistance directly attributable to member's capacity building support: 10,000.
- Number of new systems/business processes (technology, protocols, etc.) put in place as a result of member's capacity building work: 4
- Number of member hunger relief agencies that expanded/improved service delivery as a result of member's capacity building work: 15

ShareCorps Overview:
ShareCorps members perform indirect service at local organizations, such as recruiting volunteers, building program curriculums, fundraising and grant writing, connecting communities with resources, and creating sustainability within their agencies.

Benefits:
- Living allowance of around $970 per month
- Health care allowance provided
- End of Service Award of either $6,195 Eli Segal Education Award or $1,800 cash stipend
- Qualified loans placed into forbearance and interest accrued during year paid
- Childcare benefits provided if eligible
- Relocation allowance, if applicable
- Biannual in-service trainings and professional development opportunities

Restrictions:
- Part-time employment is now be permitted
- College coursework cannot exceed part-time status

Service Term: October 26, 2020 – October 25, 2021

Overall Project Goal:
COVID-19 Food Security Critical Response VISTA members will support their regional foodbanks in building the capacity of their local emergency hunger relief systems. Participating foodbanks will identify present and ongoing short- and long-term needs and opportunities for improving the infrastructure and community-based solutions critical to closing gaps in food security and food access. Members will serve to support and improve the immediate response to COVID-19's impact on food security, as well as to support and improve the long-term response to systemic hunger, poverty, and income and wage inequality. These collective efforts will ultimately build the capacity of Ohio's charitable hunger relief network to respond to current and future food insecurity crises more effectively, efficiently, and holistically.

Support of Agency Mission and Operations:
- Learn and adhere to all Feeding America and AIB required standards.
- Receive and maintain ServSafe certification.
- Complete Certification in Food Resources training.
- Work with volunteers and other staff to increase capacity of the operation.
- Assist in rapid recognition and resolution of general and food safety issues.
- Participate in AIB certification.

Supervisory Responsibilities: None

Education and Certifications:
- High School Diploma or GED and 3-5 years of related work experience

Skills, Qualifications and Experience:
- Ability to effectively manage numerous projects simultaneously and work independently.

- Ability to build relationships with distribution partners and professional organizations as critical to effective work.
- Ability to address conflict in a respectful manner.
- Ability to adequately respond to requests and demands in a timely manner and consistently follow through on projects and issues.
- Demonstrated skills in effective communication and listening.
- Demonstrated ability to record and provide written reports.
- Flexible, adaptable, and responsive to change and modifying plans/strategies as needed to best meet the needs of those involved.
- Personal appearance that always reflects self-respect and professionalism.
- Valid state issued driver's license and proof of vehicle insurance.

Commitment to Service:

- Ability to work well with other staff in a collaborative effort to improve services, extend courtesy, friendliness, and overall respect to meet the needs of the organization.
- Personal integrity and awareness of ethical principles and a willingness to accept assignments involving flexible work hours.
- Will be available for times and events when evenings and weekends will be required to fulfill duties.
- Sensitivity to needs of clients and families served.

Work Environment: Typical office and warehouse environment, with regular exposure to excessive noise, adverse environmental issues, and cooler/freezer temperatures.

Physical Demands: Position requires physical exertion to sit, stand, walk, stoop, verbal and written communication by phone or in person. Maximum unassisted lift 50 lbs., normal lift <40 lbs.

Statement of Understanding:
I have read the above position description and the expectations of the position explained to me. By signing below, I indicate my understanding of what is required of me in this position. I agree to comply by all requirements of Second Harvest Food Bank CCL and Feeding America.

VISTA member signature below constitutes member's understanding of the requirements, essential duties and responsibilities of the position.

VISTA Member Signature	Printed Name	Date

Supervisor Signature	Printed Name	Date