

## AmeriCorps Member Job Description



A member of **FEEDING AMERICA**

**Position Title:** MANNA Programs Associate (40/week)

**Reports to:** Youth Programs Manager

**Schedule:** Monday – Friday (schedule can be flexible but general office hours) unless attending AmeriCorps events or meetings. The schedule may include some evenings or weekends to support special events.

### **Position Summary:**

The MANNA Programs Associate will work with all MANNA programs to assess needs, and then design, develop and implement activities to support all programs with a focus on Youth Programming, and volunteer recruitment, training and management across all programs in their work across Western North Carolina (WNC) and beyond.

### **Oversight of other Persons/Positions:**

Supervise volunteers and volunteer groups on and off site.

### **Principle Activities & Responsibilities:**

This position will serve with the Youth Programs Manager to support the MANNA Packs Program. The position will be actively involved with on-site visits to participating schools to ensure Feeding America compliance standards in preparation for the National Programs audit. Additionally, this position will assist with volunteer management as it relates to weekly packing of MANNA Packs, hunger education for youth, and assisting with the delivery coordination across MANNA's 16 county service area.

MANNA FoodBank stands out among the foodbanks in the Feeding America network in our ability to attract volunteers to support our work. MANNA programs have benefited from this distinction, and we're aiming to further define and expand volunteer support and management across all programs. The Associate will work directly with program managers to accomplish this expansion in the following programs: Youth; Benefits Outreach; Health and Nutrition; Community Collaboration and Impact.

The MANNA Programs Associate will meet monthly with each Program Manager (4) to assess needs, gaps and strategies to close gaps specific to program needs.

### ***Programs Volunteer Corps Development, Integration and Oversight (20%)***

- Lead assessment of volunteer needs across all programs, in collaboration with director and program managers.
- Design and develop strategies to recruit, select, train and deploy volunteers across all programs, with an emphasis on integration of volunteer corps to support all programs.
- Present strategies to director and managers for review and approval
- Implement approved strategies to recruit, select, train and deploy volunteers across all programs
- Design and develop evaluation strategies for programs volunteer corps
- Present strategies to director and managers for review and approval.

- Note: program integration is a primary focus of program leadership at MANNA FoodBank, so this effort will be one component of an overarching effort with support from all program leadership.

### ***Youth Program (50%)***

- MANNA's Youth Program works with schools and other partners in WNC to deliver packs of food to children and families in need. The program will need support in audit of all school programs during the performance period. The Associate will support development of a select volunteer corps to audit school programs.

### ***Benefits Outreach (10%)***

- MANNA's Benefits Outreach Program works to assist clients in need with applying for benefits available to them. Our work includes outreach via our Food Helpline (call-center that assists clients with applying for benefits and finding other sources for food), as well as in-field outreach at our partner agencies and MANNA Community Markets to help clients sign up for benefits on-site. A volunteer corps will be trained by staff to provide this help in the field.

### ***Health and Nutrition (10%)***

- MANNA's Health and Nutrition Program works with our partner agency network to improve the nutritional value of offerings to clients' in need that they support. A volunteer corps will conduct cooking demonstrations for nutritional products, healthy recipe development and distribution with guidance from a Registered Dietitian on staff.

### ***Community Collaboration and Impact (10%)***

- Our newest program, the Community Collaboration and Impact Program, focuses on analyzing, designing and developing new initiatives to collectively impact the root causes of hunger in WNC. This includes convening, facilitating and leading to results from collaborative initiatives among not-for-profit, government and for-profit organizations, as well as client groups across the region. The program does not currently have a volunteer corps, and work is needed to vision and built one.

### **Overall:**

- Participates in Department, All Staff, and Special Event meetings during term of service.

### **Qualifications:**

- Understands and is committed to MANNA's mission
- Must possess a current driver's license and reliable personal transportation along with a clean MVR for insurability (regular travel within the 16-county service area is necessary in this position)
- Demonstrated proficiency in computer operations including full Microsoft Office Suite
- Strong analytical and problem-solving skills
- Ability to effectively communicate with all constituencies including; staff, volunteers, partners, and the public
- Ability to coordinate groups of volunteers in an organized fashion and has is comfortable and demonstrates confidence speaking in front of groups
- Ability to serve effectively as part of a team, to initiate projects and to respond quickly to changing requirements
- Consistently positive attitude, and a desire to learn the inner workings of a non-profit organization

- Great attention to detail, writing and editing skills, and strong communication are essential to this role

**Working Conditions:** This position works in both an office and warehouse setting that can be at times, hot or cold depending on the season. The position may require the operation of appropriate load handling equipment such as pallet jacks. This can be a fast-paced hands-on physical work environment. The noise level in the work environment is moderate to moderately loud within the Warehouse.

**Physical Demands:** Position requires the ability to frequently lift and transport 40+lbs, the ability to operate appropriate load handling equipment such as pallet jacks. This includes pushing and pulling of product throughout the warehouse. While performing job duties this position regularly requires the ability of hands to finger, handle or feel; reach with hands and arms; and talk or hear. This position is frequently required to stand; walk; and stoop, kneel, or crouch. The individual is occasionally required to sit and climb or balance. The employee must regularly lift and move objects as described above. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Involving, educating, and uniting people in the work of ending hunger in Western North Carolina**

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