

Job Description

Position Title	Service Insights Intern
Organization	Northwest Arkansas Food Bank
Department	Client Services
Address	1378 June Self Dr. Springdale, AR 72764
Supervisor Name	Alexander Battaglia
Supervisor Contact	Alex.battaglia@nwafoodbank.org or 479-282-6014

OVERVIEW OF ORGANIZATION

Our mission is to nourish Northwest Arkansas communities by feeding hungry People. Our vision is to be the leader in hunger relief by building partnerships with other hunger relief organizations. we provide regular, nutritious food to an estimated 82,000 food insecure neighbors in Benton, Washington, Carroll, and Madison counties. In 2020 alone, the NWAFFB distributed more than 15.9 million pounds of food through more than 135 partner agencies, 14 mobile pantries, and 12 school pantries. Other programs include our first responder emergency boxes, nutrition classes, and regular workshops at our teaching garden. In response to the ongoing COVID-19 pandemic, we expanded our mobile pantries in 2021 to 17 distributions, grew our school program to 14 pantries, and are on track to surpass 2020's record amount of assistance.

TERMS OF EMPLOYMENT

- A. BACKGROUND CHECKS:** This position requires the following background checks.
 - a. The NWAFFB requires, as a condition of employment, that all applicants consent to and authorize a pre-employment and/or continued employment verification of their background, driving record and drug screening.
- B. ELIGIBILITY**
 - a. Be a currently enrolled, undergraduate student who will be returning to college as a full-time (12 credit hours) sophomore, junior or senior in the fall of 2022.
 - b. Submit written enrollment verification from their college or university confirming the student's enrollment status to United Way of Northwest Arkansas.
 - c. Must have a valid driver's license and reliable transportation.
 - d. Demonstrate a commitment to understanding and supporting the NWAFFB mission, including but not limited to showing compassion for and respecting the food insecure.
- C. WORK SCHEDULE & CONDITIONS**
 - a. This is a full time (35 hours per week) position.
 - b. This position is not eligible for vacation or holiday leave during employment. If a student is sick, they must notify their host site as soon as possible and work out arrangements with their supervisor.
 - c. Typical work day will vary based on mobile pantry schedule, flex time will be allowed.
 - d. The physical demands of this position include standing for 2 hours or more at a time and working outside in hot and cool temperatures.
- D. BENEFITS**

- a. SALARY. The individual shall receive a \$4,200 salary distributed through a traditional bi-weekly pay period.
- b. PROFESSIONAL DEVELOPMENT. The United Way of Northwest Arkansas will provide an orientation and two professional development sessions to the employee. The intern will also interact with executive officers and participate in food bank partner agency trainings.

E. EVALUATIONS

- a. The employee will receive an evaluation of their performance at the end of their employment from their direct supervisor. The evaluation also includes a self-evaluation and program evaluation.

Organization Overview

RESPONSIBILITIES

A. POSITION PURPOSE

- a. The intern will assist our team to collect service insights data from neighbors through Oasis Insight Plus, a client data tracking system. Neighbor responses help inform our programming and improve the services we offer to the community. As we work to share unidentifiable data with Feeding America (with the eventual goal to map hunger nationally) our team needs to secure Release of Information documents from all clients served at NWAFB programs and the 50+ agencies currently using Oasis. The student will be instrumental to accomplish these necessary tasks.
- b. The intern will develop a 12-month Strategic Plan to collect ROI's at all food bank locations and participating agencies. They will also create a presentation for our staff to present to partner agencies, as well as a step-by-step video for our administrative virtual training. They will also become familiar with the Oasis system and collect raw data from clients.

B. DUTIES

- a. The intern will assist the Network Development in the development and implementation of an ROI strategic plan. They will regularly collect client intake data at mobile pantry locations and at partner pantries. A portion of their time will also be spent developing training materials for staff, partner agencies, and volunteers.

C. COMMUNITY IMPACT

- a. Short term benefits to our network and community at large: providing food assistance to the food insecure, develop strategic planning, preparing the NWAFB to be compliant with data sharing practices with Feeding America.
- b. Long term benefits to our network and community at large: eventual mapping of hunger across the United States, development of more equitable services and programs for clients, the elimination of hunger in Northwest Arkansas.

QUALIFICATIONS

- A.** Commitment to understanding and supporting the NWAFFB mission including (but not limited to) showing compassion for and respecting the food insecure.
- B.** Excellent communication and presentation skills, Bilingual a plus (Spanish, Marshallese)
- C.** Excellent interpersonal skills and ability to work on a team
- D.** Strong organizational skills
- E.** Proficient in Microsoft Excel, Outlook and Word

LEARNING OBJECTIVES

A. CAREER DEVELOPMENT

- a. The intern will have access to all aspects of our work and the roles and responsibilities of our teams. As in business, our non-profit has marketing, finance/administration, operations, customer service, and executive departments. An intern would certainly grow in their working knowledge of non-profit work, program management, and community engagement.

B. SKILL DEVELOPMENT

- a. The intern will interact with clients, community organizations and partner agencies. This will encourage the development of public speaking skills, program implementation, and monitoring and evaluating. The deliverables will also encourage creativity, curriculum creation, and growth in other skill-sets.

C. PERSONAL GROWTH AND DEVELOPMENT

- a. An intern can expect their time serving our neighbors at the Northwest Arkansas Food Bank to be deeply rewarding on a personal and professional level. We hope that all students who intern with us leave with more confidence, practical skills, and a desire to return to the non-profit sector and improve their community with their skill-sets.