

AMERICORPS MEMBER POSITION DESCRIPTION



FOOD SECURITY AND ACCESSIBILITY SPECIALIST

Member Name: TBD	Start Date: 9/25/2026
Program Name: Iowa Community Corps	End Date: 6/17/2027
Host Site: IMPACT Community Action Partnership	Member Term: Three Quarter Time
Service Location: Des Moines, IA	Living Allowance amt: \$16,000

Position Summary: The Iowa Community Corps AmeriCorps program is a statewide effort to strengthen communities through increased access to resources to support health and wellbeing. AmeriCorps members serve directly with local organizations to expand their ability to reach and support the people they serve, while gaining professional training to launch or grow a career in community health.

IMPACT Community Action Partnership is dedicated to reducing the barriers families in poverty face across five Central Iowa counties. IMPACT provides housing support, food access, utility assistance, and connection to essential resources, while also advocating for long-term systemic change. IMPACT operates three food pantries—and rising demand, diverse customer needs, and increasing donations at the Drake Neighborhood location have created new opportunities to strengthen operations and improve access for all. As the Food Security & Accessibility Specialist, you'll help expand pantry capacity, improve culturally inclusive service delivery, and increase access to food supports across both urban and rural communities.

Schedule: Member will serve approximately 35 hours per week, Monday through Friday, between 8am-4:30pm.

AmeriCorps Member Activities:

Training & Onboarding

- Learn the full range of IMPACT programs and services
- Welcome customers, complete intakes for food pantry, personal pantry, and Anytime Shelves
- Escort families through pantry services using supportive, culturally sensitive practices
- Build professional boundaries and learn de-escalation skills to support customer interactions
- Gain an understanding of the history of Community Action, poverty causes, and IMPACT's strategic planning system (EOS)

Support Households Accessing Food Services

- Complete daily food pantry tasks such as temperature logs, inventory checks, deliveries, organizing donations, and supporting volunteers
- Provide welcoming, knowledgeable assistance to households engaging in Food Pantry, Personal Pantry, and Anytime Shelves services
- Support food rescue logistics and donation pickups (as appropriate based on comfort and policy)
- Develop a resource list to strengthen food access in rural counties
- Attend outreach events with staff to help connect communities—especially rural residents—to IMPACT's food and support services

Improve Accessibility & Service Delivery at the Drake Neighborhood Office

- Identify barriers non-English speaking customers face when accessing food services
- Propose service delivery improvements that enhance accessibility and customer experience
- Document sustainability challenges for Anytime Shelves and provide related recommendations

- Work with staff to pilot new service delivery tools, such as intake kiosks
- Visit other DMARC Food Pantries to learn about best practices in accessibility and capacity-aware service models

Desired Skills/Qualifications:

- Ability to lift 50lbs
- Read, write, type, and communicate in English
- Experience or interest in cultural humility
- Experience in customer service
- Tech literacy or trainability