

AMERICORPS MEMBER POSITION DESCRIPTION



DIGITAL ENGAGEMENT AND VOLUNTEER CAPACITY LEAD

Member Name: TBD
Program Name: Iowa Community Corps
Host Site: WesleyLife Meals on Wheels
Service Location: Des Moines, IA

Start Date: 9/25/2026
End Date: 6/17/2027
Member Term: Half Time
Living Allowance amt: \$12,000

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.

At WesleyLife Meals on Wheels, you'll join an organization dedicated to providing nutritious meals, social connection, and wellness supports to older adults and vulnerable community members. As the Digital Engagement & Volunteer Capacity Lead AmeriCorps Member, you'll help ensure that volunteers and clients can easily access services through improved digital tools, clearer communication systems, and engaging outreach strategies. You will design meaningful volunteer training resources, strengthen digital engagement efforts, and support the development of a new digital intake system that improves access for clients. Through this work, you'll increase volunteer participation, expand awareness of Meals on Wheels services, and help the organization serve more people with dignity and efficiency.

Schedule: Member will serve approximately 26 hours per week, between Monday through Friday, between 8am-5pm.

AmeriCorps Member Activities:

Training & Onboarding

- Learn WesleyLife's mission, programs, volunteer systems, and community impact
- Become familiar with digital platforms, outreach tools, and scheduling systems
- Train alongside staff to understand client access needs and digital engagement priorities

Strengthen Volunteer Engagement & Training Systems

- Design a structured volunteer training journey with clear materials, guides, and digital modules
- Create videos, digital tools, and resources for new volunteers
- Develop surveys and feedback tools to improve onboarding and volunteer experience
- Strengthen volunteer tracking and scheduling systems and recommend improvements
- Gather feedback from volunteers and explore alternative platforms or scheduling tools

Expand Digital Engagement & Improve Client Access

- Create a client journey map that outlines service access points
- Identify what information is needed for digital intake and meal selection
- Design and test a simplified digital intake pilot
- Meet regularly with software partners to support system development
- Refine and improve the digital intake system to prepare it for future launch

Outreach, Storytelling & Health Education

- Supervise a work study student who supports outreach and marketing
- Help create outreach materials that highlight Meals on Wheels' impact and volunteer opportunities
- Produce videos and social media content featuring volunteers and community stories

- Track engagement and reach of digital and in-person outreach efforts
- Support monthly client education content focused on nutrition, wellness, and healthy living

Desired Skills/Qualifications:

- Ability to lift 50lbs
- Effective communication in English
- Proficiency with computers and Microsoft Office
- Interest in nutrition and food systems
- Focus on process improvement and workflow
- Welcoming to visitors and volunteers