

Meals on Wheels Client Experience VISTA 2022-2023

Our Seniors Need You! Help create a system to bridge client experience and outreach. This is a great opportunity for those with strong organizational and writing skills.

- Term of service: June 6, 2022 – June 5, 2023
- To apply: <https://my.americorps.gov/mp/listing/viewListing.do?fromSearch=true&id=109457>
- For more information: Caleb Kulinski, VISTA Coordinator, Indy Hunger Network, caleb@indyhunger.org

Service Description:

Meals on Wheels of Central Indiana (MOW) delivers medically tailored meals to homebound and chronically ill clients. In this role, you will be part of our Client Experience Team which strives to increase awareness, motivate volunteers, and to resolve issues. We are looking for someone who has strong communication and interpersonal skills. A successful candidate will also be a self-starter who likes to work both independently and as a part of a team. This opportunity provides growth in project management, volunteer engagement, and data collection.

The position also offers:

- Camaraderie with several other VISTAs serving under the Indy Hunger Network umbrella
- Team engagement activities, including bi-weekly meetings to discuss projects, socialize, and hear from guest presenters
- Mentoring, one-on-one coaching, and professional development trainings
- Assistance preparing for life after VISTA (resume review, interview prep, etc.)
- Opportunities to work with leaders in the hunger relief space
- Opportunities to work independently and lead on projects

The position is located in downtown Indianapolis and may involve some travel. Indianapolis is easy to navigate, has a growing indie restaurant/craft beer/coffee scene, and lots of places to play and recreate!

Member Duties:

The Client Experience VISTA will develop and oversee the Client Experience system that bridges the Outreach Department with the CX Center. The VISTA will:

- Create operational protocols for the CX center to maximize service, community support and productivity
- Review protocols with the CX team to determine procedural success, flaws and improvements
- Manage volunteers during routing and delivery
- Collect data to provide recommendations for the improvement of the organization's impact and growth

During your VISTA term, you will be one of several VISTA members serving under the umbrella of the Indy Hunger Network (IHN). IHN regards its VISTA members as a cohort moving through a transformational year-long experience. To help you maximize this experience, we employ a VISTA Coordinator to provide mentoring and professional development to the VISTA.