



Client Data & Insights Volunteer – 3hrs/week

REPORTS TO:

ASSOCIATE DIRECTOR OF RESEARCH

OPENING TIMEFRAME:

IMMEDIATE: SEPTEMBER 2019 THROUGH JANUARY 2020 (TOTAL ANTICIPATED HOURS: 40-60)

ROLE SUMMARY/ BACKGROUND	A client data & insights volunteer is needed to support the Food Bank's research team in developing a plan for reporting on our growing set of client data. ACCFB is one year into a multi-year implementation of a new client-management system ("Client Voice"). This new system is central to our goal of better knowing who we serve and how to better support them. Data from the system will enable us to report client and household demographics as being accurately reflective of the entire population we serve. Accurate client data has critical importance to <i>all</i> food bank functions, including programming, policy recommendations and resource development – while improving network agency efficiency and overall client experience. We anticipate onboarding 15-20% of our network agencies by volume each year between 2018-2022.
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ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Support the Food Bank Research Team in assessing the feasibility of, and developing a plan to report data from Client Voice system as a representative sample of our larger network clientele.
- Offer guidance on the feasibility of estimating *total* client population based on existing sample (currently 15%-20% of agency network by food distribution volume)

DESIRED KNOWLEDGE SKILLS, AND ABILITIES:

- Significant statistical/methodology experience (Masters or PhD-level credentials)
- STATA and/or R packages preferred
- Current certification in, or willing to complete online Privacy and Confidentiality Course (Human Subjects Training or HIPAA training may substitute)
- Experience working with diverse customers and communities
- Strong organizational, interpersonal and customer service skills
- Effective verbal and written communication skills

TIMEFRAME, LOCATION, ETC.:

- **Current need starting in September 2019 with plan implemented by January 2019.** (We hope to start reporting from the representative sample, along with estimated unduplicated client/household count, at the earliest possible time that is methodologically and statistically sound.)
- 3 hours per week anticipated; at the Food Bank's facility in Oakland and/or possibly remote (TBD)
- Volunteer(s) will be required to sign confidentiality and privacy agreement
- Potential opportunities beyond Winter

Physical Requirements:

This work will primarily be located in an office. Physical activities necessary in the performance of this job: sitting for prolonged periods, mobility to move throughout the Food Bank and other locations in performance of duties, ability to facilitate discussion and participate in site visits. Ability to communicate in a clear speaking voice in person and over the phone. Ability to interpret instructions and answer questions when asked. Ability to use a computer. Good social skills to facilitate assignments.

Please email volunteer@accfb.org with "Data & Insights volunteer" in the subject line if you are interested in this role.