



Jayhawk Area Agency on Aging, Inc.
Choosing Healthy Appetizing Meal Plan Solutions for Seniors (CHAMPSS)
Volunteer Secret Shopper Description

Department: CHAMPSS

Reports To: CHAMPSS Coordinator

Summary: CHAMPSS Secret Shoppers help to increase the quality of experiences that CHAMPSS customers have at CHAMPSS meal sites by evaluating food served and surroundings of location. CHAMPSS Secret Shoppers report their experiences back to the CHAMPSS Coordinator in a detailed and objective way. Secret shoppers may make up to four visits within one year from the application date to the same location.

Essential Responsibilities:

- ◇ Serve as a Secret Shopper at a selected CHAMPSS meal location close to them.
- ◇ Share observations and experience while at the location that is relevant to ensuring positive experiences for other CHAMPSS customers.
- ◇ Provide feedback regarding food choices, atmosphere, and treatment by employees.
- ◇ Record all observations and other relevant information on the CHAMPSS Meal Program Secret Shopper Form.
- ◇ Return completed forms to the CHAMPSS Coordinator within 3 days of the visit.

Eligibility:

- ◇ Must be a CHAMPSS Customer with an active account and card.
- ◇ Complete a Jayhawk Area Agency on Aging Volunteer Application.
- ◇ Be able to make four visits within one year of the application date to the same location.
- ◇ Be able to travel to the designated location.
- ◇ Have an interest in improving and encouraging CHAMPSS meal sites in their participation.
- ◇ Understand the importance of confidentiality.
- ◇ Ability to follow guidance and instructions.
- ◇ Ability to communicate effectively with a range of people.
- ◇ Ability to be objective and observant.
- ◇ Good written and verbal skills.

Supports:

- ◇ Full training to prepare you for all aspects of your role and on-going training as needed.
- ◇ On-going support from the CHAMPSS Coordinator.

Benefits:

- ◇ Knowing that your skills and experience are contributing to the improvement of CHAMPSS.
- ◇ A meal added to your card for each visit.