

Rhode Island Community Food Bank

Job Description

Position Title: SNAP Outreach Coordinator
Reports To: Community Outreach Manager
Status: Non-exempt (hourly)
Work from Home: Eligible up to 10% of the time



Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Diversity Statement: The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects, and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize, and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

Position Summary: The SNAP Outreach Coordinator reports directly to the Community Outreach Manager and works to increase access to SNAP through outreach and direct application assistance to underserved populations in Rhode Island. The person in this position provides SNAP information, application support and assistance to guests of our food assistance network and provides program training and assistance to staff and volunteers of our member agencies. The position is responsible for helping to identify and coordinate innovative ways to improve and increase SNAP outreach amongst our network and partner organizations. This position works as a team member to achieve the goals and objectives of the department and carry out the mission of the Food Bank.

Duties and Responsibilities:

1. Develop and conduct direct outreach efforts for SNAP.

- a. Conduct outreach work at Food Bank agencies and educate low-income individuals about SNAP benefits, administer pre-screenings, assist with application completion and follow-up.
- b. Educate staff and volunteers of Food Bank member agencies about ways to provide SNAP outreach and assistance at their food assistance program sites.
- c. Participate in community meetings, collaborations, and forums to educate groups about the SNAP program.
- d. Deliver presentations on SNAP.
- e. Develop and conduct SNAP outreach workshops to host at Food Bank member agencies and partner organizations.
- f. Develop written materials, videos, displays, etc. following company and department branding and style.

2. **Coordinates with Food Bank programs.** Collaborates outreach efforts with Healthy Habits, Kids Cafe, and other Community Resource programs.
3. **Provides referral support services.** Provides information and quality referrals to SNAP outreach audiences, based upon a comprehensive understanding of food resources and other State food assistance programs. Responsible for maintaining current knowledge of changes in SNAP and communicates this knowledge with local partners and Food Bank staff.
4. **Program advocate.** Advocates to reduce barriers that hinder SNAP enrollment and attend monthly SNAP Advisory meetings with state officials, as required. Supports Food Bank legislative advocacy initiatives as assigned.
5. **Program reporting.** Maintains accurate records of SNAP activity for Food Bank reporting and planning purposes.
6. Other duties as assigned.

Skills and Qualifications:

- A Bachelor's degree or three years related work experience or the equivalent.
- Experience working in or with social services community organizations.
- Bi-lingual verbal and written Spanish.
- Experience in community outreach and advocacy.
- High level facilitation skills.
- Effective problem-solving skills and the ability to quickly assess issues and develop new strategies.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- Ability to make presentations and develop and deliver reports to a varied audience.
- Ability to work independently and as part of a team.
- Ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office using computers and phones extensively and out at member agencies and organizations in the community. Regularly drives to sites out in the community. Occasionally walks through the warehouse and is subject to varying temperatures (exposed dock, coolers, and freezers) in all seasons, on occasion. May lift, move, and carry objects up to 35 pounds on occasion. If the need arises, works outside of normal working hours and occasional travel may be required.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

Employee Signature

Date