

Feeding America, Kentucky's Heartland

Job Description

Title: Supplemental Nutrition Assistance Program (SNAP) Outreach Specialist

Status: Part-time (9:00am – 1:00pm; Mondays – Fridays); permanent

Reports to: Agency Services & Programs(AS & P) Manager

Summary of Duties: Supports FAKH's mission, vision, and values while providing face-to-face assistance with electronic and/or paper SNAP benefits applications to low-income neighbors at a variety of convenient locations. Provides leadership and support to FAKH team members by maintaining an up-to-date knowledge and understanding of policy issues related to SNAP.

Essential Functions:

- Screen callers for federal benefits.
- Interview applicants to obtain necessary, factual information.
- Adhere to all outlined protocols regarding application security and confidentiality of information.
- Offer information about other resources (ex.: FAKH Partner Agency Network) to those ineligible for SNAP.
- Provide guidance in understanding benefits and acts as a liaison for future client follow-up.
- Submit completed applications within a timely fashion to best serve the needs of our neighbors.
- Attend SNAP, state programs, or FAKH network related training, as needed. Collaborate with SNAP agency and other organizations (ex. Feeding Kentucky) conducting SNAP outreach.
- Keep accurate records of calls and required information as assigned.
- Complete filing, mailing, and assigned clerical tasks in a timely fashion.
- Stay abreast of SNAP policy and eligibility guidelines on the State and Federal levels and inform the AS & P team as well as the organization.
- Provide accurate monthly reporting data, details and narratives in a timely fashion based on contract requirements.
- Track deidentified data on SNAP applicants and other parts of the program as needed for grants, donors, USDA, FAKH or FANO reports.
- Back up and support other members of the Agency Services team for various office tasks; cross train with team members to understand the roles of others (ex: monitoring visits, monthly reporting)
- Provide support for other FAKH departments for special projects, large scale events, etc.

Qualifications:

- Associate's degree in associated area or equivalent working experience.
- At least two years of outreach, non-profit or government program experience
- Commitment to understanding and supporting FAKH's mission; show compassion and empathy for our neighbors in need and an appreciation for hunger issues.
- Proper and effective communication skills to communicate with neighbors in need, partner agencies, and other FAKH staff members.
- Demonstrate analytical, organizational, problem-solving, critical thinking, and conflict management/resolution skills.
- Computer and web application competency (Word, Excel, Outlook, etc.)
- Ability to work independently and efficiently; must be confident and proactive.