

Second Harvest Food Bank of Central Florida Job Description

Title: Benefits Connection SNAP Outreach Specialist

Job Group Category: Exempt

Unit: Benefits Connection SNAP Outreach Program

Direct Reports: N/A

Reports to: Benefits Connection SNAP Outreach Program Manager

Labor Grade: E-1

Date of last revision: 7/07/2015

Position Summary:

Provides face-to-face assistance with an electronic, on-line SNAP benefits application to low-income applicants at a variety of convenient locations. Provides guidance in understanding benefits and acts as a liaison for future client follow up and communication. Maintains an up-to-date knowledge and understanding of policy issues related to the Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps) and general awareness of other benefits and human services for referral purposes, if needed.

Principal Duties and Responsibilities:

1. Outreach to underserved populations such as the working poor, seniors, Hispanics, immigrants and the homeless.
2. Secure strategic locations where services to low-income individuals/families are provided to maintain a full and productive outreach calendar.
3. Provide detailed explanation of SNAP benefits to potential applicants.
4. Assist potentially eligible individuals with the Florida online ACCESS SNAP application.
5. Disseminate SNAP information and printed materials at soup kitchens and pantries, community centers and service agencies, libraries, special outreach events and other locations where low-income households seek assistance.
6. Develop positive working relationships with potential SNAP applicants and established clients.
7. Act as liaison for future client follow up and communication, return phone calls and emails and promote self-sufficiency through education on SNAP processes.
8. Monitor Federal and State SNAP policy to ensure barriers and/or opportunities are being communicated to the Program Manager.
9. Maintain training necessary to remain up-to-date in Department of Children and Families requirements.
10. Maintain and update records and reports for all SNAP applications produced.
11. Communicate effectively with program management, Second Harvest agency partners, and the Department of Children and Families.

Job Qualifications

1. High School Diploma or higher.
2. One year of equivalent outreach experience.
3. Commitment to understanding and supporting SHFB's mission; shows compassion and an appreciation for hunger issues.
4. Proper and effective communication skills to communicate with partner agencies as well as those in need of the Benefits Connection Program.
5. Excellent organization skills.
6. Computer and web application competency (Word, Excel, Outlook, etc.)
7. Detail oriented.
8. Experience working with minimal supervision; confident and proactive.
9. Bilingual is preferred. (Spanish, Creole)
10. Willingness to travel to various Central Florida locations.
11. Standing, walking and traveling as needed.
12. Reliable insured vehicle.
13. Able to lift up to 20 lbs. on a frequent basis.
14. Successfully pass pre-employment drug test screening, Level II Background Check and driving record check.

Competencies

- **Anticipation/Proactive Thinking**

