

Bilingual SNAP Coordinator

Department:	Community Collaborations
Reports To:	Participant Engagement Manager
Status:	Full-time, Non-Exempt, Hourly
Pay Range:	\$19.00 to \$22.00 per hour

Job Summary

The SNAP Coordinator is an important member of the Community Collaborations team — a community connector; knowledgeable and passionate about connecting community members in need to a variety of resources to meet basic needs and help individuals and families reach self-sufficiency. This position is primarily responsible for educating, engaging, and assisting individuals with SNAP (Supplemental Nutrition Assistance Program, previously known as food stamps) enrollment using the state's online application tool, PEAK. Additionally, this role will conduct outreach, and develop partnerships and infrastructure at community-based locations (such as Partner Agency locations) to provide greater access and minimize barriers for individuals applying for SNAP. **This role serves a broad range of demographics and must be bilingual in English and Spanish.** Telephonic enrollment training for SNAP will be provided.

Once onboarding has been completed, this position has the possibility of working remotely for one day a week. Other days will be spent at Community Food Share's facility or visiting and conducting outreach at other non-profit and community organizations throughout Boulder and Broomfield Counties. A typical office schedule for this position would be Monday through Friday 8 to 4:30 with 30 minutes for lunch, and one day spent working remotely.

Essential Responsibilities

SNAP Program Administration

- Demonstrates exceptional interpersonal relationship skills with diverse participants.
- Prioritizes customer service.
- Keeps all participant information and data confidential.
- Develops in-depth knowledge of the SNAP program, and screens, counsels, and advises participants on necessary documentation and eligibility requirements for SNAP.
- Able to speak about Community Food Share's distribution programs proficiently. Maintains general knowledge about other food resources and agencies available in Community Food Share's service area.
- Researches and connects with viable community student organizations that serve SNAP-eligible participants and develop partnerships and infrastructure within CU Boulder, Front Range, and other college/student-serving institutions to increase SNAP awareness and application submission rates.
- Conducts outreach to community-based organizations, emergency food programs, and other partners to share information on SNAP rules and regulations.
- Looks for innovative partnerships and collaborations, such as WIC clinics, health clinics, libraries, community centers, etc.
- Collaborates with fellow SNAP Coordinator and Mobile Pantry team to conduct SNAP outreach and enrollment at Mobile Pantry locations. Collaborates with Elder Share Manager to focus on closing the Senior SNAP gap through outreach via Community Food Share's Elder Share program and collaborations with local senior centers.

- Attends community outreach events, fairs and forums as needed; may provide training and/or educational presentations at these events to promote SNAP and other Community Food Share programs.
- Ensures that outreach activities are tracked and recorded as needed for program evaluation and reporting to grant funding agencies. Responsible for monthly and quarterly reporting.
- Works with Hunger Free Colorado as appropriate to accomplish program objectives to increase SNAP participation. Actively participates in the SNAP Capacity Building cohort via Feeding America.
- Accepts online GNSAP referrals daily, and follows up with phone calls, Go To Meeting recordings, and submitting applications.
- Maintains and utilizes Square Space for schedule organization and meeting with participants on SNAP referrals and applications.
- Stays informed about changes to the SNAP program, policies, and procedures; seeks out ongoing training to ensure up-to-date knowledge of program requirements.
- Comfortable with working from different sites within Boulder and Broomfield Counties up to 50% of the time.

Community Food Share Program Support

- Supports check-in for programs as needed; greets participants and enters services for Feeding Families check-in as needed.
- Assists Participant Engagement Manager in maintenance of resources and referrals matrix. Stays up to date and educated on partner agencies' services and other local resources.
- Assists Participant Engagement Manager with updates to materials and community listings that share information about Community Food Share programs, such as 211, Longmont Senior Services booklet, etc.
- Performs other duties when needed to support the entire effort of the Collaborations Department and/or Community Food Share. Supports the Participant Engagement Manager, Director of Community Collaboration, Community-Centered Senior Research Analyst and fellow staff as needed.
- Assists with operational and warehouse tasks, as they relate to program distribution. Assists with onsite pantry distribution as needed.

Culture

- Promotes collaboration and communication among all Community Food Share staff to ensure successful program implementation and ongoing program support.
- Considers the benefits and consequences to their peer team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization.
- Ensures own work is accurate and timely and operates with a culture of accountability while maintaining customer service to participants, volunteers, and other stakeholders — external and internal — as a priority.

Travel

- Travel locally in service area is expected. Overnight travel may be required for occasional out-of-town events and conferences.
- Travel to and from Mobile Pantry operations or Elder Share sites once a quarter is expected.

The above is a fair representation of the duties and responsibilities for this position but is not meant to be all inclusive. Other duties may from time to time be assigned at the discretion of the Participant Engagement Manager and/or the Director of Community Collaboration.

Qualifications & Skills

Alignment with Community Food Share's mission and a compassionate appreciation for hunger issues are essential to the successful performance of all responsibilities. The requirements listed below are

representative of the knowledge, skills, and/or abilities required to successfully perform the essential functions of this job:

Education and Experience

- High School Diploma or equivalent required, but higher education with a focus in social work, human services, public health, or other related field of study preferred. Significant relevant experience may be a substitute for education.
- Three to five years' experience working with individuals and families in a social work, human services, participant outreach or related field preferred; nonprofit or government experience preferred.
- Experience in customer service strongly preferred.
- Experience in community outreach or community organizing preferred. Experience working with low-income communities and/or knowledge of SNAP and food insecurity within culturally and economically diverse communities strongly preferred.
- Experience or passion for nutrition and nutrition education strongly appreciated.
- Experience using collaborative tools for file storage and sharing, meeting scheduling, and virtual collaboration.
- Experience with Colorado state's online application tool, PEAK highly desired. Experience as a SNAP recipient is valued and appreciated.
- Bilingual required; must be fluent in both English and Spanish, with the ability to read, write, speak, and translate Spanish and English.
- Must possess a valid Colorado Drivers' license and maintain a good driving record and acceptable MVR.

Skills and Abilities

- Ability to use tech and computers to advantage.
- Ability to keep up in a fast-paced, physically demanding environment.
- Ability to communicate effectively and professionally with stakeholders, volunteers, and other employees.
- Ability to complete forms and write routine reports.
- Competent data entry skills and database management skills.
- Highly defined organizational and time management skills.
- Ability to multi-task, and work under pressure.
- Ability to read, write, speak, and translate in Spanish and English is required.

Knowledge

- Knowledge of Community Connect (CC) database (training provided).
- Proficiency with Microsoft Office Suite, including Outlook, Excel, Word, and PowerPoint.
- Knowledge of telephonic signature for SNAP enrollment (training provided).

Behaviors

- Personable.
- Flexible and adaptable.
- Attentive to detail.
- Commitment to and passionate about the organization's mission and vision; persuasive and tactful communicator.
- Delivers a message without agenda.
- Uses good judgment and discretion.
- Possesses strong ethical character.
- Works cooperatively and effectively with other Community Food Share staff and volunteers in a collaborative environment.
- Self-reliant, good problem solver, results oriented.
- Provides excellent customer service to internal and external stakeholders.
- Gives and receives feedback in a respectful and productive way.

- Represents Community Food Share in a professional manner at all times under a variety of conditions.
- Works independently with minimal supervision.
- Maintains safety as a priority at all times.
- Manages conflict.
- Seeks additional personal and professional development.

Interpersonal Skills

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving organizational objectives, causing action, understanding others, or changing behavior. Skills of persuasiveness, influence or assertiveness, sensitivity to the point of view of others, as well as generational, gender and cultural competency and awareness are requisite to success in this position.

Physical Demands

This position is primarily an office/administrative position. While performing the duties of this job, the employee is regularly required to sit and/or stand for long periods. Employee is frequently required to reach with hands and arms. Employee may be required to bend, kneel, crouch, crawl, push, pull, stoop, climb stairs and ladders, balance, walk for extended periods of time; use hands to finger, grasp, handle, or feel; reach with hands and arms above the shoulder; be able to talk; and hear with or without aid. The employee may occasionally lift, leverage, and/or move up to 40 pounds repetitively if helping in the warehouse. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, color vision, distance vision and ability to adjust focus.

The physical demands described here are representative of those to be met by an employee to successfully perform the essential functions of this job.

Health Related Event Protocol

The Health-Related Event Protocol is in effect anytime required by federal, state or local health orders, or as required by the organization for public safety.

Special Workplace Precautions: In accordance with CDC and Boulder County Public Health Department recommended health and wellness precautions, Community Food Share may implement the following:

1. Masks which properly cover the nose, mouth and chin may be required while inside the facility at all times except while in private offices. Cubicles are not considered private offices.
2. 6-foot social distancing may be required in all public and private areas of the facility.
3. Gatherings/meetings may be limited to a size which allows for distancing within the space designated for this meeting.

Flex Schedule Eligibility: This position is eligible for a flexible schedule from time to time based on the needs of the department and the individual. The supervisor for this position makes the determination for a flex schedule in consultation with the incumbent. Flex workers may be issued a laptop on a temporary basis to perform their duties. Flex workers are required to have a stable internet connection at the location they are working from. (TEAM APPLE FLEX)

Vaccination: Community Food Share does not require proof of vaccination status. However, this position works directly with the public in the performance of core duties. Employees serving in public facing positions may be required to wear a mask and practice social distancing at certain mobile, donor, or agency facilities regardless of vaccination status. Further, vaccination status may be required by donor businesses, agencies, or other facilities. While this is not a requirement of Community Food Share, it may be a requirement of the donor business, agency, or facility where we perform our work. Those unable to comply with outside requirements are required to speak directly with their supervisor or HR for assistance in this matter.

Work Environment

Community Food Share operates in a working warehouse environment. While performing the duties of this job, the employee may be exposed to wet and/or humid conditions and moving equipment. The employee may be exposed to high, precarious places; outside weather conditions; and extreme cold in the walk-ins. The noise level in the work environment is usually moderate but may be loud with machinery and equipment in operation.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodation may be made to enable qualified individuals to perform the essential functions of this position.

The pay range for this position is \$19.00 to \$22.00 per hour.

Community Food Share offers a rich suite of benefits for its full-time employees, including,

- 20 paid vacation days per year with annual rollover
- 10 paid Holidays
- 8 paid sick days per year with annual rollover
- 1 personal day per year
- 95% company paid health insurance
- 100% company paid dental insurance
- 100% company paid life and short-term disability insurance
- Voluntary vision insurance
- Matched SIMPLE IRA vested at 100% from day 1

Did we mention we have a **great** culture?

To apply for this position, please submit a current resume and cover letter detailing your qualifications and interest in this position to careers@communityfoodshare.org