



RIVER BEND FOODBANK

Job Title: SNAP Outreach Coordinator
Status: Full Time, Hourly/Non-Exempt
Department: Agency Partnerships, Service Insights, and Client Empowerment
Reports to: Director of Agency Partnerships, Service Insights, and Client Empowerment
Date: Aug 2020

SUMMARY

In collaboration with and reporting directly to the Director, this position will encourage and coordinate SNAP (Supplemental Nutrition Assistance Program) for low-income families to help ensure food access and equity throughout the multi-county, bi-state service area of the River Bend Foodbank (RBFb), with the goal of serving clients proportional to the racial and financial demographics of each county.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following. Other duties may be assigned.

Provides individualized assistance for SNAP eligibility screening, enrollment application completion, and recertification over the phone or in-person at community events, mobile pantries and partner agency pantries.

Creates and conducts SNAP trainings throughout the service area, targeting diverse populations to overcome barriers within each county.

Collaborates with Northern Illinois Foodbank Regional SNAP Call Center to provide enrollment assistance and follow-up support.

Seeks and attends professional development opportunities and monitors SNAP updates to achieve and maintain fluency in SNAP policy and best practices.

Communicates updates to partner agencies in SNAP policies affecting their clients.

Ensures accurate tracking and reporting of outreach activities and outcomes to comply with program evaluation and funding requirements.

Develops and distributes SNAP print and social media materials.

Obtains and maintains Link2Feed Super User status.

Assists and participates in departmental cross-training.

Uses data to drive decision-making and acquisition of new SNAP enrollees.

Participates in Foodbank committees, community groups, and special events, as directed.

Establishes and develops mutually beneficial relationships with external partners.

Cultivates positive relations with agencies, program participants, staff, volunteers, donors and other members of the public.

QUALIFICATIONS

- Bachelor's Degree in counseling, social work, education, or related field with at least 3 years in non-profits, or equivalent combination of education and experience.
- Bilingual in English and Spanish required.
- Proficiency in Microsoft Office, including Excel, Outlook and Word.
- Strong organizational skills with the ability to effectively multi-task.
- Ability to prioritize tasks and meet deadlines.
- Excellent communication and interpersonal skills.
- Ability to work well independently in a team environment.
- Accurate typing and data entry skills.
- Willingness to support the mission of the organization and to help end hunger in our area.
- Ability to travel frequently throughout RFBF's multi-county, bi-state service area, with occasional out of town and overnight travel required for professional development opportunities.
- Ability to work flexible hours, as needed, frequently outside of regular business hours.
- Possession of a valid driver's license and insurable driving record.
- Ability to successfully complete a pre-employment criminal background investigation and drug test.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and fingers to feel, and speak and hear. The employee frequently is required to stand or sit, walk, and reach with hands and arms. The employee is occasionally required to bend, stoop, kneel, or crouch. The employee must regularly lift and/or move up to 10 pounds.

Specific vision abilities required by this job include the ability to regularly read from a computer or electronic device, and to frequently operate a motor vehicle for work-related travel.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions during work-related travel. The noise level in the work environment is usually moderate.

EMPLOYEE ACKNOWLEDGMENT

I have read this job description and fully understand the information. I accept the requirements of the position and will perform all duties and responsibilities to the best of my ability.

I understand that this Job Description does not create a contract of employment and the River Bend Foodbank can modify any or all of the terms and conditions listed in this Job Description at any time. I acknowledge that my

employment is at-will and that my employment can be terminated at any time, with or without notice and for any lawful reason or no reason. No employee of the River Bend Foodbank has the authority to alter the at-will status of my employment except as expressly authorized by the President & CEO.

Employee Signature

Date



River Bend Foodbank is an Equal Opportunity Employer

INSTRUCTIONS: Please Print Clearly. Complete the entire application and sign.

Applicant Information

Name (First MI Last)

Address (Street, City, State, Zip Code)

Mobile Telephone
()

Email Address:

Home Telephone
()

Are you legally authorized to work in the U.S.? Yes No

Are you at least 18-years old? Yes No

(If No, your employment will be subject to verification that you meet state/federal minimum age requirements for the type of work you are applying for and have obtained a valid work permit.)

How were you referred to RBFB? Website/Social media: _____ Agency School
 RBFB employee/volunteer: _____ Other: _____

Have you ever applied with RBFB before?

Yes No

If Yes, when?

For what position?

Have you ever worked with RBFB before?

Yes No

If Yes, when?

What was your position?

Position Applying For

**Part-Time or Full-Time
Desired**

**Salary
Preference**

Shift Preference

Title:

Part-time Full-time

\$

When can you start? (Please specify date)

Please describe any computer skills, software knowledge and office equipment experience:

Please describe any experience using manufacturing machines, forklifts and equipment:

Education

School Name	Location (City & State)	Number of Years Attended	Major	Diploma or Degree Received?
High School		N/A	N/A	(Diploma or GED accepted) <input type="checkbox"/> Yes <input type="checkbox"/> No
College				<input type="checkbox"/> Yes <input type="checkbox"/> No Degree:
Graduate				<input type="checkbox"/> Yes <input type="checkbox"/> No Degree:
Other:				<input type="checkbox"/> Yes <input type="checkbox"/> No Type:

Training Courses

List any relevant training programs completed.

Course/Seminar	Organization Sponsoring	Content	Date(s) Attended

Relevant Skills

Provide years of experience in any or all of the skills, below.

Warehouse	Administration	Customer Service	Volunteer Experience
Forklift Certified	Microsoft Office Suite	Retail	Food Bank
Order Picking	Filing	Wholesale	Community
Pallet Jack	Scheduling	Sales	Social Services
Deliveries	Multi-Line Phone	Food Handling	Other

Employment History (Start with most recent and include last 10 years only. Use separate sheet, if necessary.)

Name of Employer:		Telephone ()	
Address:			
Job Title:		Employment Dates (Month/Year)	
Immediate Supervisor:		From:	To:
Duties:			
Reason for Leaving:			
If currently employed, may we contact as a reference? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Name of Employer:		Telephone ()	
Address:			
Job Title:		Employment Dates (Month/Year)	
Immediate Supervisor:		From:	To:
Duties:			
Reason for Leaving:			

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Address:			
Job Title:		Employment Dates (Month/Year)	
Immediate Supervisor:		From:	To:
Duties:			
Reason for Leaving:			
Name of Employer:		Telephone ()	
Address:			
Job Title:		Employment Dates (Month/Year)	
Immediate Supervisor:		From:	To:
Duties:			
Reason for Leaving:			
Name of Employer:		Telephone ()	
Address:			
Job Title:		Employment Dates (Month/Year)	
Immediate Supervisor:		From:	To:
Duties:			
Reason for Leaving:			
Employment References			
List three (3) individuals familiar with your job qualifications. Please do not include relatives or personal friends.			
Name:		Telephone ()	
		Email Address:	
Working relationship:		How long known?	
Name:		Telephone ()	
		Email Address:	
Working relationship:		How long known?	
Name:		Telephone ()	
		Email Address:	
Working relationship:		How long known?	

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I understand and agree to the following:

1. All information contained in this application is true and correct to the best of my knowledge and belief. I understand that misrepresentations or omissions of any kind may result in denial of employment or be cause for subsequent termination if I am hired.
2. I authorize River Bend Foodbank to investigate my responses on this application to contact my former employers and any individuals named on this application for the purpose of verifying the truth and accuracy of the information provided and my qualifications for employment. I voluntarily and knowingly fully release and hold harmless any person or organization that provides information pertaining to me or my employment.
3. I understand that upon receiving a job offer, I may be subject to additional pre-employment screening, including a background investigation (i.e., criminal record, driving record and credit check, as applicable), a physical examination and drug screening test. [NOTE: Selected candidates will be notified of the pre-employment requirements for their position and consents will be obtained prior to conducting any pre-employment screening.]
4. Regardless of whether or not I become employed by River Bend Foodbank, I recognize this application is not and should not be considered a contract of employment. I understand that employment with the River Bend Foodbank is at-will, meaning I may choose to end my employment for any reason or no reason at any time. Likewise, River Bend Foodbank may choose to end my employment at any time, with or without notice, and for any lawful reason or no reason. At-will employment may not be changed without a written employment contract, signed by the President. I understand that no employee or representative has the authority to enter into a contract regarding duration or terms and conditions of employment other than the President, and then only by means of a signed, written document.

Signed by _____ Date _____

Thank you for your interest in River Bend Foodbank!

