

Rhode Island Community Food Bank

Job Description

Position Title: SNAP Services Coordinator
Reports To: Community Outreach Manager
Status: Non-exempt (hourly)
Grade: 7
Starting Salary: \$49,920 - \$54,080
Work from Home: Eligible



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 Services Coordinator is tasked with delivering training and workshops on the SNAP application process to member agencies and community partners. This role acts as a liaison with the Department of Human Services (DHS) staff, ensuring that the Food Bank maintains an accurate and current understanding of all changes, updates, and guidelines related to SNAP. The coordinator is responsible for incorporating training on federal changes and updates to SNAP, ensuring that all stakeholders are informed and prepared to adapt to policy modifications. Coordination includes providing educational resources and sessions that cover new federal mandates, adjustments in eligibility criteria, and any other relevant federal guidelines that impact the SNAP program.

Duties and Responsibilities:

1. Facilitates Community Outreach Activities

- Identifies effective strategies to engage with Food Bank member agencies, partners, and program guests to provide education and training on SNAP.
- Maintains expert level expertise on SNAP and develops trainings and workshops in collaboration with team members for member agencies and partners.
- Participates in community meetings, forums, and events to educate groups about available resources.
- Creates and supports the development of SNAP written materials, videos, and displays in line with company branding and style guidelines.

2. Advocates for Programs

- Works with DHS and the Food Bank team to provide feedback on how to minimize obstacles and barriers that prevent program enrollment and attends relevant advisory meetings.

- Supports Food Bank advocacy activities designed to improve and support SNAP.

3. Supports Special Outreach Projects

- Provides support with managing special outreach projects, including surveys, studies, and event planning.

4. Assists with Program Reporting

- Maintains accurate data on all SNAP activities providing monthly, quarterly, and as needed reports.
- Develops a year end final report on all SNAP education and training activities for the year.

5. Other Duties as Assigned

- Takes on additional tasks as assigned to support the team's goals.

Skills and Qualifications:

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

Working Conditions: A working vehicle and a valid driver's license are required. Regularly drives to sites out in the community. Occasionally walks through the warehouse (to give tours at agency orientations and as needed), 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, work 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