

Rhode Island Community Food Bank

Job Description

Position Title: Community Outreach Coordinator
Reports To: Community Outreach Manager
Status: Non-exempt (hourly)
Grade: 6
Starting Salary: \$24-\$26/hour
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 Community Outreach Coordinator works to increase access to SNAP and other federal and state social service programs through outreach and direct application assistance to underserved populations in Rhode Island. The Community Outreach Coordinator finds innovative ways to increase the outreach capacity of our member agencies, providing technical assistance, including educational opportunities about state and federal assistance programs. The person in this position provides program training and assistance to staff and volunteers of our member agencies and works as a team member to achieve the goals and objectives of the department and carry out the mission of the Food Bank.

Duties and Responsibilities:

1. Responsible for understanding local, state, and federal assistance programs for low-income individuals and families, including eligibility requirements and how to access programs.
2. Direct outreach, including:
 - a. Conduct outreach work at Food Bank agencies and educate low-income individuals about SNAP benefits, administer pre-screenings, assist with application completion and follow-up.
 - b. Educate staff and volunteers of Food Bank member agencies about ways to provide SNAP outreach and assistance at their food assistance program sites.
 - c. Develops and conducts outreach modules that address existing program barriers and provides direct assistance to guests, member agencies, and community partners.
 - d. Delivers presentations on state and federal programs, as assigned. Develops written materials, videos, displays, etc. following company and department branding.

3. Provides information and quality referrals based upon a comprehensive understanding of food resources and other state food assistance programs.
4. Connects member agencies and their program guests with existing services through monthly resources, weekly eblast submissions, and other communication tools.
5. Advocates to reduce barriers that hinder SNAP enrollment and attends state SNAP Advisory meetings. Supports Food Bank legislative advocacy initiatives, as assigned.
6. Participates in community meetings, collaborations, and forums to educate groups about state and federal programs, as assigned.
7. Collaborates outreach efforts with Healthy Habits, Kids Cafe, and Agency Programs.
8. Meets annual and monthly program metrics and collects data and produces reports for program development for the Food Bank, as assigned.
9. Other duties as assigned.

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 manage 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