

## **JOB TITLE: SNAP Outreach Intern**

**Department:** Advocacy

**Reports to:** Director of Advocacy

**Status:** Paid Internship, 6-month, 10 hr/week commitment, \$15/hour

**Start Date:** July 2019

### **DESCRIPTION:**

Worcester County Food Bank (WCFB) believes that food is a fundamental right of all people and that hunger is an issue of social justice. WCFB's mission is to engage, educate, and lead Worcester County in creating a hunger-free community. To that end, WCFB annually collects over 6 million pounds of perishable and non-perishable food and distributes it through a network of 118 Partner Agencies, including food pantries and community meal programs, trains Partner Agencies in food safety, and advocates for systemic and sustainable solutions to support children, families, and senior citizens in being more food secure and healthy.

Under the direction of the Director of Advocacy, the SNAP Outreach Intern will perform outreach to low-income communities throughout Worcester County to promote SNAP benefits awareness. The Intern will provide direct assistance to clients applying for SNAP benefits and will oversee between 6 to 8 Partner Agency guest cases each month and follow up with guests regarding completion of application, pending documents, interview appointments, and case outcome. Duties and responsibilities are subject to change in order to meet the needs of the program and allow for skills learning.

### **RESPONSIBILITIES:**

- Become knowledgeable of the SNAP Program regulations, eligibility requirements, and application process,
- Conduct direct service outreach to food-insecure families, individuals, seniors, people with disabilities, and other diverse populations,
- Assist eligible clients with the SNAP application and ensure completion,
- Serve as liaison between client and the MA Department of Transitional Assistance (DTA) for follow-up and communication as needed,
- Advocate on behalf of clients if obstacles occur, or refer to our partner at Community Legal Aid,
- Update tracking systems in Microsoft Excel,
- Attend weekly meeting to discuss work with Director of Advocacy.

### **QUALIFICATIONS:**

- A valid driver's license and reliable transportation, having a car is preferable as travel is a major component of this position,
- Bilingual skills in prominent languages spoken locally highly desired,
- A strong sense of and respect for confidentiality involving both Partner Agency guests and employees,
- Commitment to hunger-relief and WCFB's mission,
- Passion for hunger relief, social justice, and interest in public benefits assistance or social work,
- Must have excellent customer service and communication skills, and the ability to establish rapport,

- Ability to work in a variety of settings with culturally diverse families and communities with the ability to be culturally sensitive and appropriate,
- Ability to work independently and collaboratively,
- Strong computer proficiency in Windows, Excel, Microsoft Word, internet and e-mail applications,
- All applicants will be subject to a full background check including a CORI.

**How to Apply:**

- 1) Online at [indeed.com](https://www.indeed.com);
- 2) E-mail [jobs@foodbank.org](mailto:jobs@foodbank.org) (subject line: "Snap Outreach Intern"); or
- 3) Mail cover letter and résumé to Worcester County Food Bank, Attn: Lara Greene, 474 Boston Turnpike, Shrewsbury, MA 01545.

*WCFB is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, or religion or other legally protected status.*