

**Manna Food Center Job Description – SNAP Outreach Coordinator**

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| **Reports to** | Participant Services Manager |
| **Direct Reports** | None |
| **Incumbents:** **Status:** | Xandra Coleman; Fresia Haber Full-time: 40 hours per week. Non-Exempt  |
| **Salary Range** | Hourly wage of $17.25 to $20.00 commensurate with experience |

**Job Summary:**

 The SNAP Outreach Coordinator will serve as a conduit between Manna and the community members we work with by providing direct outreach and application assistance to communities and individuals eligible to receive Supplemental Nutrition Assistance Program (SNAP) benefits. The Coordinator will coordinate closely with our Community Engagement staff on outreach with the goal of ensuring participants have access to the maximum food and nutrition benefits available to them through local, state, and federal programs.

**Essential Job functions**

* Create consistent opportunities for outreach with Manna partner agencies and other community providers. The focus will be on priority populations including, residents in priority zip codes, residents for whom English is a second language, seniors, and Able-Bodied Adults without Dependents (ABAWDs). This includes both remote and in-person interactions.
* Distribute SNAP-related communication tools developed by Maryland Hunger Solutions and other partners and modify them for Montgomery County to attract participants and share information.
* Provide application support to interested individuals identified by the Call Center through the Food for Families intake process. As needed, offer participants information about other food assistance and other resources.
* Record and track the results of outreach activities, including number of outreach events, number of individuals engaged with and number of applications submitted. Prepare statistical and narrative data for quarterly reports.
* Utilize MDThink software to assist residents with SNAP applications and related documentation and to capture outcomes data to measure success of application assistance.
* Collaborate with other Community Based Organizations in Montgomery County and Maryland through attending state and local meetings about County SNAP eligibility, outreach and utilization.
* Inform Manna advocacy efforts around benefits access based on experiences working with people seeking to enroll.

**Minimum Qualifications**

* Outgoing personality and commitment to addressing community food insecurity.
* Demonstrated ability to effectively reach low-income families and community-based organizations.
* Detail-oriented planning and implementation skills.
* Knowledge of Supplemental Nutrition Assistance Program preferred.
* Strong organizational skills and the ability to manage time and multiple tasks simultaneously.
* Willingness and ability to work varied hours (nights, weekends, etc.)
* Demonstrated ability to use or learn Salesforce software and Microsoft Office Suite.
* Strong oral and written communication skills in English and preferably another language with particular interest in Mandarin or Vietnamese.
* Ability to collect, analyze and report out on program data.
* Ability to use various online video software (Zoom, Teams, etc) and travel throughout the region for outreach activities. Manna reimburses for work-related travel.
* Ability to telecommute as needed with space for confidential phone conversations.
* Strong team orientation.

Physical Demands: The physical demands described here are representative of those that must be met by a candidate to successfully perform the essential functions of this job. While performing the duties of this job, the candidate is regularly required to remain in a stationary position 50% of the time. The person in this position needs to occasionally move about inside an office to access file cabinets, and office machinery. Must also be able to move about to various work stations throughout the County. The candidate constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. The person in this position frequently communicates with the public, volunteers and vendors and must be able to exchange accurate information in these situations. The candidate must occasionally move objects up to 15 pounds.

**Environmental Conditions:** The candidate will be exposed to a variety of fluctuating environmental conditions within the building and at outreach activities including heat and cold. The candidate must be able to work in these conditions for up to 2 hours at a time.

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification and are subject to change at any time. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.  Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

**Justice, Equity, Diversity, and Inclusion Statement:**Manna Food Center is committed to serving as an ally for racial and economic justice and is proud to be an equal opportunity employer. We are fully committed to equity and believe deeply in diversity of race, gender, sexual orientation, religion, ethnicity, and national origin. Applicants with lived experience of food insecurity are encouraged to apply.

**Covid-19 Vaccinations:**

As a condition of employment with Manna Food Center, you will need to show documentation of full Covid-19 vaccination status and remain up-to-date according to Manna’s safety policies and protocols.

Send Resume and Cover Letter to jobs@mannafood.org