

VOLUNTEER JOB DESCRIPTION

POSITION: Client Connect Volunteer- Supplemental Nutrition Assistance Program (SNAP)

POSITION SUMMARY: Food changes everything. Be a part of the connection! You can support the work of Second Harvest Heartland's Supplemental Nutrition Assistance Program (SNAP) Outreach Program by providing excellent customer service to individuals and households, using your friendly and helpful demeanor, and utilizing your attention to detail.

OVERVIEW: Second Harvest Heartland is committed to increasing the amount of food available in the emergency food shelf system and to addressing the gap in meals being missed by those in need in our service area through increased programming and advocacy.

SNAP is the federal program formerly known as food stamps. Minnesota currently ranks 43rd nationally for program accessibility of eligible participants. A recent study by The Boston Consulting Group (BCG), *Everything on the Table: Realizing the Full Potential of SNAP*, indicates that of those individuals who are eligible but not participating in Food Support, 90% do not do so because of eligibility misconceptions and hesitancy or inability to complete the application process.

The SNAP Volunteer is responsible for providing office services related to SNAP Outreach program at Second Harvest Heartland.

DUTIES:

- Become knowledgeable about eligibility requirements for SNAP
- Follow-up to with clients over the phone to receive an update on SNAP application status and record response in the database. These are NOT cold calls, as staff have already assisted these clients
- Offer applications and/or application assistance
- Assist with administrative support (i.e.: putting application packets together, making copies)
- Connect clients with additional resources

BENEFITS:

- Increased connections with various community resources/agencies working to improve the well-being of community members and the community as a whole.
- Connection to the SHH, a hunger relief agency in the U.S., a mission-driven organization dedicated to ending hunger through community partnerships.
- Training and ongoing support by experienced SNAP Outreach Specialist.
- Experience with various county and state policies and practices that implement a major federal anti-hunger program.
- Making concrete, positive changes in the food security of households in Minnesota.

MINIMUM REQUIREMENTS:

- Willing to complete an annual criminal background check and civil rights training.
- Comfortable assisting people of diverse economic, social, and ethnic backgrounds. Volunteer will be communicating with and assisting clients from many different cultures and ethnicities, such as Russian, Spanish, Somalian, Hmong and Vietnamese, therefore certain language barriers may exist. Volunteers will be able to use a translation service called Language Line to help with barriers.
- Comfortable working with people who speak different languages and able to work around language barriers
- Comfortable on the telephone

- Ability to multitask; specifically, the ability to ask for information and accurately enter it into the computer while on the phone
- Attempt to complete a minimum of 20 calls per shift
- Desired computer skills:
 - Accurate typing & data entry
 - Internet navigation
 - Basic computer skills, such as copy/paste and navigating between different windows and tabs
 - Able to work independently and ask questions if needed

TIME REQUIREMENTS AND SCHEDULE:

- **Total time requirement:** A minimum 6-month commitment
- **Days of the week:** Monday through Friday options
- **Shift:** Minimum of 3 hours between 8:00 am and 6:00 pm (flexible)
- **Work site:** Second Harvest Heartland at 1140 Gervais Ave, **Maplewood**, MN 55109 **OR** at 7101 Winnetka Ave. N., **Brooklyn Park**, MN 55428

WHAT VOLUNTEERS ARE SAYING:

- Kathy, a volunteer for 2 years, says, “When you walk out, you feel like you’ve really done something for someone.”
- Melanie, a volunteer for 1 year, says, “I like the interaction with people on the phone and the flexibility.”
- Carol, a volunteer for 1 year, said she was already familiar with Second Harvest and SNAP and wanted to get involved with SNAP. She likes how Second Harvest makes volunteers feel like they’re part of the company. Volunteers are included on emails as well as birthday celebrations.

HOW TO APPLY:

- Please apply through our website [here](#), or contact Paige Stein at pstein@2harvest.org or 651-209-7953.