



POSITION: Bi-lingual Somali Nutrition Program Advocate Intern (mileage reimbursement and stipend included)
SUPERVISED BY: Senior Programs Supervisor

In your application email, please indicate your answer to the following question: There are several open internship positions within our Field Services Department – including SNAP Outreach, Summer Meals, and Senior Hunger. Please apply to your first choice of position. If we feel your skill set is best suited to another position, would you like to be considered for other opportunities? (Note: this will not affect your consideration for this position.)

HOW TO APPLY: Please submit cover letter and resume to Internships@2harvest.org

POSITION SUMMARY: The Commodity Supplemental Food Program partners with the Department of Agriculture to provide low-income seniors with the ability to purchase fresh, locally grown produce from farmers' markets in their communities. This internship gives hands-on experience in a fast-paced environment by administering a federal program. Interns provide direct service to clients during the distribution of commodity boxes and farmer's market coupons. Coupons are used at participating Farmer's Market for participants to purchase fresh nutritious produce. Interns will gain behind-the-scenes experience with client registration, partner relations, and administrative work, during an outdoor and offsite setting. Interns may also design a project of their choosing to address program needs with guidance from the Senior Programs Supervisor.

DUTIES:

- Assist staff with implementation of the Department of Agriculture's *Farmer's Market Coupon Program*.
 - Distribution of coupons to seniors through the Maplewood Drive thru
 - Distribution of coupons at distribution sites around metro as assigned
- Efficiently answer and return customer phone calls, make reminder phone calls, and record missed calls as needed, exhibiting a high degree of customer service.
- Assist program staff in the completion of monthly paperwork, including processing client paperwork and data entry as needed.
- Perform client intake procedures as needed; determine eligibility/recertify current participants for CSFP, and make referrals for SNAP, 211, Fare for All, local food shelves, Senior Linkage Line, and any other applicable programs.
- Facilitate the smooth, efficient and timely distribution of program food and any additional items at the drive-thru and external sites as assigned (food boxes are 30-35 pounds each).
- Option to design and implement self-directed project, addressing an identified program need; work with Senior Programs Supervisor to refine.
- Receive and respond to all types of client and organizational communication (phone, email, walk-in) in a polite and timely manner, facilitating the solution of problems or dissemination of information as needed.

MINIMUM REQUIREMENTS:

- Ability to adjust to changing priorities and to work in a fast paced environment
- Willingness to interact patiently and empathetically with clients
- Appreciation of cultural and ethnic differences
- Initiative to identify and act on problems
- Outstanding time-management and organizational skills

PREFERRED QUALIFICATIONS:

- Applicants who are bilingual in Somali, Karen, Russian, or Vietnamese are strongly encouraged to apply

PROFESSIONAL DEVELOPMENT OBJECTIVES:

- Making concrete, positive changes in the food security of households in Minnesota



- Increase personal comfort and confidence with direct service to diverse and low-income populations
- Learn to work independently while serving an integral role within a broader team
- Gain exposure to the inner workings of a successful non-profit
- Receive guidance and feedback in resume and cover letter writing, networking and interview skills
- Gain exposure with working for federally funded programs and increase understanding of state and federal policies

TIME REQUIREMENTS AND SCHEDULE:

- **Total time requirement:** 20 hours/week for the duration of the internship
- **Project dates:** June 2019 – mid-August 2019
- **Days of the week:** 2 full days 1 half day during business hours 8:00 AM – 4:00 PM
- **Work site:** SHH East and occasionally at remote distribution sites as needed

ORGANIZATION CONTACTS:

- Senior Programs Supervisor
- Hunger Programs Manager
- CSFP Distribution Reps.
- CSFP Administrative Reps.