



POSITION: SNAP Outreach and Translation Intern (Bilingual in Spanish)
SUPERVISED BY: Kelcie Litchfield, SNAP Community Engagement Coordinator

POSITION SUMMARY:

The Supplemental Nutrition Assistance Program (SNAP) allows income-qualifying families to receive assistance in buying groceries each month, ensuring that individuals don't have to choose between paying rent and putting food on the table. Unfortunately, in Minnesota only 65% of eligible households receive these benefits, and the majority of those missing out are children and seniors.

The SNAP Outreach and Translation Intern will work closely with the SNAP Outreach Specialists via Spanish follow-up calls, SNAP screenings and application assistance, translating promotional materials into Spanish, and translating/conducting outreach in Spanish at community outreach events.

DUTIES:

- Support the work of Second Harvest Heartland's SNAP Outreach Specialists by:
 - a. Assisting with Spanish language follow-up and making calls to ensure clients' applications and interviews are complete
 - b. Screening for SNAP eligibility over the phone with new referrals
 - c. Assisting Spanish speaking clients with the SNAP application process
- Become an advocate for the Supplemental Nutrition Assistance Program (SNAP) and knowledgeable about relevant qualifications
- Conduct outreach at partner organizations, which will include:
 - a. Speaking with clients about SNAP and other relevant assistance programs at the county Human Services level.
 - b. Prescreening interested clients for public assistance programs referring them to application assistance by Second Harvest Heartland's SNAP Outreach
 - c. Providing materials and information to individuals in an effort to increase their knowledge and future utilization of SNAP and other resources in their community
- Provide feedback to Second Harvest Heartland as to the needs of the community
- Be a representative of Second Harvest Heartland in the community
- Engage in opportunities for professional development, such as resume writing and interview skills workshops
- Complete other responsibilities as assigned by supervisor

MINIMUM REQUIREMENTS:

- Bilingual fluency in Spanish and English
- Experience with and sensitivity towards culturally and financially diverse communities
- Experience with customer service
- Skilled in interpersonal communication
- Ability to work independently and self-motivate
- A moderate level of comfort using modern technology, including computers and databases

TIME REQUIREMENTS AND SCHEDULE:

- **Total time requirement:** mid-July to mid-January (6 month term). 12-15 hours per week.



- **Days of the week:** Flexible. Must have some availability on weekends.
- **Time of the day:** Flexible. Must have some availability in evenings.
- **Work site:** Various partner sites in the Twin Cities, Second Harvest Heartland in Saint Paul, MN.
- **Car required.**

PROFESSIONAL DEVELOPMENT OBJECTIVES:

- Making concrete, positive changes in the food security of households in Minnesota
- Become a knowledgeable advocate for SNAP and other social assistance programs such as Medicare, MN Care, WIC, Energy Assistance and CSFP
- 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, and work closely with a number of non-profits and community organizations to develop a range of outreach skills and gain exposure to a variety of program models
- Receive guidance and feedback in resume and cover letter writing, networking and interview skills and partake in other professional development opportunities such as grant writing.
- Gain exposure with working for federally funded programs and increase understanding of state and federal policies.

ORGANIZATION CONTACTS:

- **Jess Johnson, Intern Program Coordinator;** internships@2harvest.org
- **Kelcie Litchfield, SNAP Community Engagement Coordinator,** klitchfield@2harvest.org

HOW TO APPLY:

To apply, please submit cover letter, resume, and 2 references to Jess Johnson, Intern Program Coordinator, internships@2harvest.org.