

## **Resource Access Volunteer**

**Main Function:** To support the Resource Access Team with their SNAP outreach program by providing administrative functions in Agency Relations and outreach functions at special events on weekends.

**Reports To:** Resource Access Manager, Agency Relations

### **POSITION RESPONSIBILITIES**

- Maintains a positive work attitude by acting and communicating in a manner conducive to good interpersonal relations (e.g., helpful, courteous, pleasant) with all clients, work associates, and the public.
- Responds to client's needs in a timely, sensitive, and courteous manner, including referring the client to a Resource Access Coordinator, community partner, or additional benefits.
- Conducts follow-up phone calls to potential recipients of SNAP (Foodstamp) to assess whether they have received their SNAP benefits and what the monthly benefit amount is. This includes utilizing Excel spreadsheets.
- Monitors the SNAP 1800 phone line and keeps a record of client inquiry calls.
- Returns clients calls and schedules clients for in-person application assistance at the Hillside location, Southern Branch or at an applicable outreach location (based on the outreach calendar). This includes utilizing the Microsoft Outlook Snap Outreach calendar and utilizing Excel spreadsheets.
- If available, represent the Community FoodBank of NJ at local fairs. Provide program promotion and outreach at weekend events as needed with guidance and training from the Resource Access Manager.

### **ESSENTIAL SKILLS AND COMPETENCIES**

- Prior experience working with clients in need or crisis, or underserved populations
- General understanding and/or familiarity of the SNAP (Foodstamps) program
- Respectful and courteous towards clients, community partners, co-workers, and the public
- Trustworthy, honest, and discreet with clients' data. Empathetic and compassionate.
- Process-oriented, understands the importance of accountability and follow-through and of data collection and tracking.
- Supports the CFBNJ mission and understands the impact of our outreach work and the volunteers' role in successful outreach

- Strong Excel online and O365 skills
- Strong organizational and time management skills
- Good communication and interpersonal skills
- Self-directed, able to work independently as well as part of a team
- Bi-lingual, preferred.

**EDUCATION:** High School graduate or equivalent.

**PHYSICAL/COGNITIVE DEMANDS:** The ability to remember information such as words, numbers, pictures, and procedures; to listen to and understand information and ideas presented through spoken words and sentences; to communicate information and ideas in speaking so others will understand; to concentrate on a task over a period of time without being distracted; read and understand information and ideas presented in writing; to communicate information and ideas in writing so others will understand. The ability to use a headset, telephone, computer, copier/printer, outlook calendar and email, and O365.

**WORKING CONDITIONS:** Office setting with windows, sunlight, and co-workers. Exposure to temperature extremes from warehouse; normal light and air space; safe conditions.

**HAZARDS:** None, provided warehouse safety precautions are followed.