Position Title: SNAP Outreach Program Coordinator
Reports to: Director of Programs
Status: Full-Time
FLSA: Non-exempt
Hours: 8:30 a.m. – 5:00 p.m. Monday - Friday
Some overtime as needed
Starting Pay: $18/Hr

Mid-South Food Bank is a leading social service organization supported by a vast network of volunteers, passionate public and private advocates, and devoted financial sponsors. Since 1981, Mid-South Food Bank has worked to deliver food for today and hope for tomorrow. The food bank provides food for hungry people while striving to eliminate hunger in the Mid-South.

Mid-South Food Bank is part of a united community effort working to bring food, dignity, and hope to our neighbors in our 31-county service area, including 12 counties in West Tennessee, 18 counties in North Mississippi, and Crittenden County, Arkansas. The organization distributes food, both donated and purchased, through a network of 300 pantries, soup kitchens, shelters, and other programs. These programs provide food where it’s most needed. The food bank also works to lift collective voices by educating, engaging, and advocating for neighbors struggling with hunger – at the community, state, and federal levels.

As the face of hunger in the community has changed, Mid-South Food Bank has evolved. The organization’s programs address the specific needs of children, families, and seniors. While the national food insecurity rate is 11.5%, it is currently 19.3% in the mid-south. In the last 12 months, the food bank has distributed over 56 million pounds of food in response to the pandemic, compared to 17 million pounds distributed in 2019. By working together with existing partners, new partners, and many volunteers, we help those most in need go from hungry to hopeful.

Overview:
The SNAP Outreach Program Coordinator is responsible for the development, implementation, and maintenance of the SNAP Outreach Program by providing SNAP education, screening, and application assistance to low-income individuals at partner agency sites throughout Mid-South Food Bank's service area. The Coordinator maintains SNAP activity records and maintains an up-to-date understanding of SNAP policy issues. The Coordinator should have a working knowledge of program management and outcomes.

Essential Function and Responsibilities:
• To work with the Director of Programs and Agency Relations Manager to develop SNAP education, screening, and application assistance program.
• Build and maintain relationships with Food Bank Partner Agencies and implement the SNAP program.
• Learn applicable software to process SNAP applications.
• Maintain all activity files for education and client files for the SNAP benefit applications sent and approved
• Maintain contact with clients as necessary for gathering information and resolving issues.
• Monitor Federal and State policy to assess possible barriers and/or opportunities
• Maintain communication with potential referral and collaboration partners.
• Track SNAP applications as part of the Food Bank's Meal Per Person in Need (MPIN) using the SNAP Calculator
• Distribute materials for ACA enrollment; document time spent distributing materials
• Perform other duties as assigned

Job Specifications:
• Minimum 2-year degree or equivalent experience in social services
• Two-year program management experience
• Excellent customer service, organizational, and time management skills
• Ability to communicate effectively with a broad range of education, income, age, and disabled populations
• Computer experience with a good understanding of Microsoft Office and the ability to learn new software
• Reliable, insured vehicle and good driving record and valid driver’s license
• Commitment to understanding and supporting Mid-South Food Bank's mission, with compassion and appreciation for hunger issues.

Diversity:

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing, and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran’s status, nationality, age, language, origin or employment status.

Allowable Substitutions: A combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company’s discretion.

Language Skills:

• Must have excellent written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way. Bilingual preferred.
• Ability to communicate effectively with all staff members.
To Apply: In-person at 3865 S. Perkins Rd. Memphis, TN 38118 Monday - Friday from 8:30 a.m.- 5:00 p.m. or on our website https://www.midsouthfoodbank.org/careers

MSFB Mission
We change lives by eliminating hunger in the Mid-South

MSFB Vision
Hunger to Hope

MSFB Values
Accountability  Collaboration  Dignity & Respect  Diversity  Innovation
Integrity  Passion  Service  Stewardship  Urgency

Revised:  29 June 2023