



## Job Description

**Job Title:** SNAP Outreach Worker  
**Location:** Bronx Community Center, 402 East 152<sup>nd</sup> Street, Bronx, NY 10455  
**FLSA Status:** Full Time, Exempt  
**Classification:** Professional  
**Department:** Community Outreach Services      **Program/Contract:** Feeding Our Neighbors  
**Reports to:** SNAP Supervisor  
**Supervisory Responsibilities:** Yes  No

**Summary:** SNAP Outreach Worker educates low-income individuals about the benefits of SNAP (Supplemental Nutrition Assistance Program, formerly known as Food Stamps), administering pre-screenings, assisting with application completion, and tracking of SNAP application outcomes. Assess and refer for other social services.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Conduct outreach and education activities regarding SNAP eligibility in accordance with the program objectives.
- Responsible for planning and executing outreach to those potentially eligible for food stamps at locations throughout designated area.
- Interview clients to pre-screen for SNAP eligibility
- Assist eligible applicants in the completion and submission of SNAP applications to the local HRA office or via online portal.
- Assist participants with re-certifications, advocacy efforts to ensure family receives maximum benefits and has support with any issues related to their benefits.
- Attend various outreach and/or special events to educate and sign up families for SNAP. Work with staff/volunteers at community events and outreach sites.
- Conduct tracking to determine SNAP application outcomes and maintain client records.
- Utilize web-based client database to track client information and outcomes.
- In addition to SNAP benefits, Outreach Worker will assess families for other ancillary services and provide the appropriate referrals for support services.
- Develop and maintain good communication with other agencies to facilitate inter-agency referrals.
- Meet annual goals in a timely manner, including, but not limited to, completion of statistical and narrative reports.
- Attend and participate in staff meetings, special events and other gatherings as needed.

**Position Type and Expected Hours of Work:**

This is a full-time position. Days and hours of work are generally 9:00 AM to 5:00 PM Monday - Friday. Additional evening and weekend hours may be required to meet program or client needs.

**Working conditions and physical demands required:**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Travel up to 75% of the time, for outreach or to visit clients in their home, using public transportation or vehicle, traverse streets; occasionally ascend/descend stairs, and be exposed to outside weather conditions.
- Remain stationary at a workstation or during meetings/presentations, and use a computer.
- Traverse neighborhoods that may require a high level of alertness and awareness of surroundings
- Ability to carry a laptop and transport outreach materials to offsite work locations.
- Ability to work with the public and/or clients who are in stressful situations.

**Qualifications**

**Education and/or experience required:**

- Bachelor's Degree
- At least two years of experience in the social services field.
- At least two years of experience with public benefits/entitlements
- Bilingual, Spanish-English.

**Skills, Licenses, and/or competencies *required*:**

- Excellent interpersonal and communication skills.
- Knowledge of social service delivery systems, and resources.
- Good organizational, time management, and communication skills
- Proficient in MS Office and Database entry.
- Individual must possess the ability to work well independently as well as part of a team
- Individual must be willing and able to travel throughout the designated service area and to participate in meetings and trainings as needed throughout NYC.