



SNAP Outreach and Education Volunteer

The Supplemental Nutrition Assistance Program (SNAP), formerly known as “food stamps,” helps millions of low-income Americans put food on the table. Many people who already qualify for SNAP benefits are not enrolled in the program for reasons that include stigma, transportation issues, or lack of knowledge.

We seek volunteers who can help us inform and connect guests to SNAP benefits, so they can benefit from improved access, quantity, convenience, and choice of food.

The Blue Ridge Area Food Bank is an Equal Opportunity Employer and **strongly encourages people with lived experiences of hunger** and members of traditionally underrepresented communities to apply, including people of color, LGBTQ identified people, gender-nonconforming people, individuals with disabilities, veterans, and people who speak a language in addition to English.

Please note: This position has the option for both virtual and in-person work.

As a **SNAP Outreach and Education Volunteer** you will help by:

- Virtually assisting guests in the completion of SNAP applications.
- Virtually assisting guests with submitting verification documents.
- Entering all related data from completed SNAP applications and outreach events into a Food Bank spreadsheet.
- Following up with guests through check in phone calls as they continue through the application process.
- Attending food distribution events at the Food Bank or at Food Bank partner agencies where you will share eligibility requirements for SNAP and answer commonly asked questions.
- Communicate SNAP eligibility requirements with guests at Food Bank or partner agency program events.
- Pre-screen people with low incomes for SNAP eligibility at Food Bank or partner agency program events.

Desired Skills and Talents:

- Excellent customer service.
- Comfort speaking and interacting with guests from varied and diverse backgrounds.
- Strong interpersonal skills and willingness to assist others.
- Comfort with technology, particularly in navigating web-based software and administrative software like the Google Suite.
- Reliable access to the internet and a smart phone.
- Detail oriented and committed to accuracy.

- Ability to work independently and collaboratively with Food Bank staff, volunteers, and community organizations.
- Volunteers should also be committed to social and racial justice, with a belief that improving outcomes for all—regardless of race, place, or class--requires solutions that correct injustices and promote equity.

Location and Schedule:

We seek volunteers able to commit to donating at least 2-5 hours or more per week. A flexible volunteer schedule will be established in a conversation between the Public Benefits Outreach team and the volunteer. Volunteer opportunities are determined, in part, by the timing and location of food distributions at various locations.

Work can be completed virtually from home or at a food distribution.

Training:

- A 2-hour training session will be provided at the start of the role, with refresher sessions as needed.

Time/Age Restrictions:

- Must be at least 18 years of age.
- We ask for an initial commitment to serve 2-5 hours a week in this capacity for 6 months, or 1 semester.

Self-Reporting Volunteer Hours:

- Volunteers are required to make a BRAFB volunteer account in our volunteer portal and report hours worked as a SNAP Outreach and Education Volunteer.

This role is managed by:

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