



Outreach Coordinator

Job Description

Department: Field Services
Supervised By: Program Supervisor
Status: Non-Exempt
Hours: Full-Time; 40 hours/week

Position Summary

This position supports strategies to serve individuals facing food-insecurity while working to shorten the hunger line throughout Feed My People's 14 county service area with a focus on direct programs and FoodShare (Supplemental Nutrition Assistance Program - SNAP) Outreach. All outreach will further the mission, vision, and values of Feed My People (FMP).

Program Support

- Support ongoing aspects of FMP's direct programming in areas such as Weekend Kids' Meal program, Pop-Up Distribution program and Resident Pantries.
- Provide technical assistance with new food bank applications including Order Ahead and WellScan.
- Support the Program Supervisor in analyzing food insecurity and current resources throughout service area to determine pockets of need. Brainstorm and prioritize solutions with the team.
- Provide ongoing administrative support in all areas of FMP programming including reporting of monthly statistics.

FoodShare Outreach

- Communicate with low-income individuals to provide application assistance for SNAP/FoodShare and education for potential other resources with a high level of understanding and respect for the urgency and needs of others.
- Remain current with the SNAP/FoodShare Program, processes, and procedures, as position requires. Work with Feeding Wisconsin to interpret policy at the state and federal level regarding the federal SNAP/FoodShare program ensuring that accurate information is given to effectively advocate on behalf of clients. Provide feedback to management.
- Collect required data and as assigned, develop, and implement systems and materials necessary for the tracking of program efforts, processes, and outcomes.

Qualifications

- A combination of education and experience in customer contact/service or human services or a related field(s) (social services, community engagement, public health).
- Demonstrated ability to effectively communicate.
- Valid driver's license and good driving record. Ability to travel throughout FMP 14-county service area.
- Preference for experience working with volunteers, diverse populations and community based/nonprofit organizations desired.
- High attention to detail.
- Demonstrated exceptional customer service skills to create a welcoming and inclusive environment where everyone is welcomed and valued.
- Demonstrated familiarity with Microsoft Office, Office 365 and the ability to learn other computer software programs.

- Ability to work with flexibility, efficiency, and enthusiasm, both individually and as part of a team in a fast-paced, high-demand environment.
- Demonstrated ability to plan, manage and follow through on multiple daily tasks and projects.
- Ability to work evenings and weekends as needed.

Feed My People Food Bank is an EEO/AA Employer