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<b>POSITION:</b>	<b>Food Assistance Navigator</b>	<b>December 20, 2018</b>
<b>REPORTS TO:</b>	<b>Health and Nutrition Program Director</b>	
<b>STATUS:</b>	<b>Non-Exempt</b>	
<b>START DATE:</b>	<b>February 2019</b>	

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For over 28 years, All Faiths Food Bank (AFFB) has offered food and hope to the hungry. Our mission is to, together with our partners, provide healthy solutions to end hunger. In 2017, AFFB helped feed more than 65,000 people through our network of more than 180 member agencies and programs in Sarasota and DeSoto Counties.

**General Function:**

As a key team member in the Pediatric Food Insecurity Program, the **Food Assistance Navigator** will assist individuals in applying for food stamps; screen individuals for all federal nutrition programs; offer referrals to food pantries and free meal sites; answer any questions about food assistance; and connect individuals to other social service agencies. The ideal candidate is someone who is truly passionate about the All Faiths Food Bank mission and will sustain and build on the success of our organization.

**Duties and Responsibilities:**

- Respond to all health care referrals within 48 hours; screen clients for SNAP eligibility; provide referrals to food pantries and other food assistance programs
- Help all potentially eligible clients apply for SNAP through the ACCESS website
- Educate clients on the remaining steps of the process to prepare individuals for interviews with their local human services office for SNAP benefits
- Provide follow-up to all clients for update on application status and/or access of food services
- Maintain and update records and reports for all referrals through the case management system on Link2Feed
- Collect data and information as required by the evaluation plan and processes. Provides feedback to management about evaluation process issues.
- Participate in networking and collaboration meetings that address the concerns of the Pediatric Food Insecurity Program
- Maintain accurate knowledge of all federal food programs rules and regulations
- Provide excellent customer service
- Other duties as assigned

**Required Qualifications and Skills:**

- Two-year degree or equivalent in relevant experience.

- At least one-year experience working in a Human Services field or a call center.
- Demonstrates empathy, respect, and understanding of community values and members.
- Strong communication and interpersonal skills, including demonstration of active listening skills.
- Commitment to maintaining confidentiality.
- Ability to navigate the social service system and advocate for others.
- Ability to work independently and as part of a team; adheres to program processes and procedures; confident and proactive.
- Understanding of community resources, programmatic goals, and understanding of organizational values and processes.
- Computer literacy and proficiency in technology and common software, as well as ability to learn new systems and software.
- Ability to accommodate a flexible schedule, including evenings and weekends.
- Bilingual (English/Spanish) preferred.
- Valid Florida driver's license and reliable transportation required. Must show proof of valid auto insurance.

All Faiths Food Bank is an Equal Opportunity Employer and fully committed to attracting and retaining diverse talent in order to better reflect the wide variety of experiences and views of the many different stakeholders with whom we are connected. We will invest in actively recruiting, engaging and fostering a diverse workforce and providing a work environment that promotes equity and inclusion.

We commit to providing policies, systems and a culture where our staff and those we serve will be afforded equitable access and opportunities to reach their full potential and feel valued, respected and supported.