



SNAP Benefits Education & Outreach 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.

As a **SNAP Benefits Education & Outreach Volunteer**, you will help by:

- Attending food distribution events where you will share eligibility requirements for SNAP and answer commonly asked questions
- Assisting guests in the completion of SNAP applications
- Entering all related data from completed SNAP applications and outreach events into a Food Bank tracking system
- Following up with clients as they continue through the application process

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
- Detail oriented and committed to accuracy
- Ability to work independently and collaboratively with Food Bank staff, volunteers, and community organizations
- Applicants 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 hours or more per month, every month. A flexible work schedule will be established in conversation between the Public Benefits

Outreach Manager and the volunteer, and is determined in part by the timing and location of food distributions at various locations.

Our program is regional, but location assignments will be made with the volunteer and their availability and willingness to travel locally.

Some work can be completed virtually from home or from our BRAFB Charlottesville office.

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 in this capacity for 8-12 months, since consistency is important.

Dress Code:

- For safety reasons, volunteers attending food distributions must wear close-toed shoes (no sandals or flip flops) and comfortable, appropriate clothes suitable for the weather of the day.

This role is managed by:

Monica Kelley *Public Benefits Outreach Manager*

Blue Ridge Area Food Bank

Phone: 434-465-2535

Email: mkelley@brafb.org