



## **SNAP Outreach and Education Volunteer**

The Supplemental Nutrition Assistance Program (SNAP), formerly known as “food stamps,” helps millions of low-income people put food on the table. Many folks who already qualify for SNAP benefits are not enrolled in the program due to barriers such as stigma, language challenges, transportation issues, limited access to technology, or simply a lack of information. Furthermore, recent budget cuts to SNAP are projected to impact around 22.3 million families in the United States, causing them to lose some or all their SNAP benefits.<sup>1</sup> Those losing SNAP benefits will face worsened food insecurity, and many food pantries are expecting to see an increase in guests. Since data shows that SNAP participation reduces the need for pantry visits,<sup>2</sup> it is now more important than ever to get eligible people enrolled in SNAP and support our neighborhood pantries during this transition.

We seek volunteers who can help us bridge this gap by informing guests about and connecting them to SNAP benefits. Volunteers play a crucial role in increasing guests’ access to SNAP benefits, allowing our guests to improve both the quantity 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 is fully virtual but has in-person opportunities depending on individual volunteer interest.

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

- Virtually assist guests with locating food support in their area.
- Communicate SNAP eligibility requirements with guests and virtually pre-screen them.
- Connect eligible guests to the SNAP hotline for application assistance.
- Utilize our interpreter phone line to better assist guests in their preferred language.
- Write accurate and timely case notes on our portal about guest interactions, SNAP application submissions, and outreach events.

---

<sup>1</sup> Wheaton, L., Giannarelli, L., Minton, S., & Dehry, I. (2025, July). How the Senate Budget Reconciliation SNAP Proposals Will Affect Families in Every US State. The Urban Institute.  
<https://www.urban.org/sites/default/files/2025-07/How-the-Senate-Budget-Reconciliation-SNAP-Proposals-Will-Affect-Families-in-Every-US-State.pdf>

<sup>2</sup> Mabli, J., & Worthington, J. (2017). Supplemental Nutrition Assistance Program Participation and Emergency Food Pantry Use. *Journal of Nutrition Education and Behavior*, 49(8).  
<https://doi.org/10.1016/j.jneb.2016.12.001>

- Follow up with guests through check-in phone calls as they continue through the application process.
- Communicate regularly with program manager about participation and challenges.
- (Optional) Participate in outreach events and in-person SNAP clinics.

#### **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
- Ability to communicate regularly with program manager about participation
- Comfort with technology, particularly in navigating web-based software and administrative software like 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 ask that volunteers commit to donating at least 2-5 hours of service per week. A flexible volunteer schedule will be established in a conversation between the Public Benefits Outreach team and the volunteer. Work can be completed virtually from home (with some in-person opportunities, if interested).

#### **Training:**

A 2-hour training session will be provided at the start of the role, with refresher sessions as needed. Please note that recent SNAP changes and uncertainty may require mandatory updated training sessions to address new requirements.

#### **Age and Time Expectations:**

- Volunteers 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:**

**Emma Duane**, *Public Benefits Outreach & Referral Coordinator*

9.26.25

Blue Ridge Area Food Bank  
Phone: 434.465.2534  
**Email:** [eduane@brafb.org](mailto:eduane@brafb.org)