



POSITION: Benefits Specialist
REPORTS TO: Director, Health and Nutrition Programs
LOCATION: Sarasota, Florida
STATUS: Non-Exempt, Full-time

Join one of the largest and most respected nonprofit organizations in Southwest Florida; selected the 2021 Nonprofit of the Year by the Sarasota Chamber of Commerce and acknowledged nationally as an industry thought leader.

All Faiths Food Bank works not only to fight hunger today but also strives to end hunger - forever - by helping families and individuals gain long-term food security, enjoy better health outcomes, and achieve self-sufficiency.

The ideal candidate will display passion and optimism for the work, provide inspiration and exemplify AFFB core values.

GENERAL FUNCTION

As a key team member in the Pediatric Food Insecurity Program, the Benefits Specialist 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. Provides face-to-face or telephonic assistance for Supplemental Nutrition Assistance Program (SNAP), Florida KidCare application assistance, and other community services. Provides leadership and assistance to organization by maintaining an up-to date knowledge and understanding of policy issues related to the SNAP Program, technology related knowledge, and general awareness of other benefits and human services for referral purposes, if needed.

MAJOR DUTIES AND RESPONSIBILITIES

- Complete initial SNAP Outreach training and maintain training necessary to remain up to date in Department of Children and Families requirements.
- Respond to all healthcare partner referrals within 48 hours; screen neighbors for federal nutrition programs; provide referrals to AFFB food distributions and other community programs.
- Support Unite Us platform by responding to new client referrals for 1st 1000 days client requests within 48 hours upon receipt.

- Disseminate SNAP information and printed materials at food pantries, community centers and service agencies, libraries, special outreach events and other locations where low-income households seek assistance.
- Establish office hours to provide in-person and telephonic application assistance.
- Provide detailed explanation of SNAP benefits to potential applicants; connect individuals with appropriate food distributions.
- Assist potentially eligible individuals with the Florida online ACCESS SNAP application and Florida KidCare applications in-person or via telephone.
- Maintain and update records and reports for all SNAP and KidCare applications produced through Link2Feed SNAP Outreach Application.
- Act as liaison for future client follow up and communication, return phone calls and emails and promote self-sufficiency through education on SNAP processes.
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- Work with referral sources and community partners to identify applicants through team meetings, outreach, and referrals
- Other duties as assigned.

REQUIRED QUALIFICATIONS/SKILLS:

- A Bachelor's degree in a related field, or 5 years of documented related case management experience.
- At least three years' work experience with outreach, health care and/or other social services.
- Bilingual, (English/Spanish) fluency Strongly Preferred.
- Ability to prioritize multiple tasks and meet frequent deadlines.
- Strong communication and interpersonal skills, including demonstration of active listening skills.
- Commitment to maintaining confidentiality.
- Good writing skills and the ability to analyze extensive data and create written reports with accuracy and brevity.
- Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions.
- Computer experience, including troubleshooting and problem solving.
- Proficiency in MS Office applications (Word, Excel, Power Point) and database management.
- Demonstrates empathy, respect, and understanding of community members and values.
- Experience with providing outreach and successful engagement to a diverse population, including working with clients, developing trust, and conducting interviews in non-traditional settings and unstructured environments.
- Understanding of community resources, programmatic goals, and understanding of organizational values and processes.

- Ability to accommodate a flexible schedule, including evenings and weekends.
- Frequent travel by foot, car, or other means appropriate to making contact with population.
- Valid Florida driver's license and reliable transportation required. Must show proof of valid auto insurance.
- Team player that understands the value of collaboration and team work.

Benefits and Work/Life Balance Highlights:

- Health insurance
- Dental insurance
- Vision insurance
- Life insurance
- Short - and long-term disability insurance
- Paid time off
- Flexible schedule
- 401(k) plan
- 401(k) matching
- Tuition reimbursement
- Wellness reimbursement
- Professional development assistance
- Employee assistance program
- Early office closure on Fridays!

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. Management retains the right to add or change the duties of this position at any time.

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**For the safety of our employees and the people we serve, proof of COVID-19 vaccination is required.

**All staff and volunteers are required to comply with COVID protocols in place at any given time.

To learn more about All Faiths, please go to our website: <https://allfaithsfoodbank.org/>