

**Food Bank of Lincoln/Food Bank for the Heartland
Position Description**

Position Title: Supplemental Nutrition Assistance Program (SNAP) Direct Service Specialist

Reports To: SNAP Direct Service Manager

FLSA status: Non-exempt, full-time

Position Purpose:

The SNAP Direct Service Specialist supports the Nebraska statewide collaborative to increase access to SNAP benefits in hard-to-reach and underserved populations. This position specifically works with partner referrals to assist clients for application submission, reduce case closures and increase eligible re-certifications.

Essential accountabilities:

- Assist referred prospective and current SNAP clientele with enrollment and case management both in office and in local communities.
- Follow up with clients in regard to their SNAP application.
- Track information gathered through the course of enrollment and through the utilization of client management database and NFOCUS (DHHS of Nebraska’s data management system).
- Work in conjunction with all staff to maximize relationships with current and potential partners.
- Work in conjunction with leadership to develop strategic partner development plans.
- Assist in the evaluation of practices and processes for maximum client service and efficiencies.

Knowledge, skills, abilities:

- Commitment to FBH’s mission and values
- Excellent oral and written communication skills
- Proficiency with Microsoft Office products
- Ability to work with diverse constituencies
- Self-directed and self-motivated
- Professional dress and demeanor
- Availability for occasional night and weekend work

Education and experience:

- High School Diploma required
- Valid driver’s license required
- Experience in working with not-for-profit organizations is helpful
- Bilingual in Spanish Preferred

Working conditions: Typical office setting. Driving expected to outreach. May experience being sedentary for long periods of time.

Incumbent’s signature:

Date:

Supervisor’s signature

Date: