

Position: Benefits Access Coordinator
Department: Policy
Title of Direct Supervisor: Advocacy Manager
Position Status: Full Time, 40 hours per week, Non-Exempt



GENERAL DESCRIPTION:

The Montana Food Bank Network works to end hunger in Montana through food acquisition and distribution, education and advocacy. The Benefits Access Coordinator works with food pantries and local partners to strengthen access to SNAP and other assistance programs through outreach and education. The Benefits Access Coordinator will engage new and diverse community partners, striving to strengthen access to public nutrition programs at the local level. The Benefits Access Coordinator will also provide direct assistance through in-person application clinics and MFBN's assistance hotline, answering questions and making referrals to additional resources. The Benefits Access Coordinator will support efforts to protect and strengthen access to public assistance programs by educating policymakers on the importance of these programs in Montana. The position will contribute to other organizational priorities as needed.

DUTIES AND RESPONSIBILITIES:

Benefits Outreach (65%):

- Grow a network of community partners who provide outreach and assistance for public nutrition programs such as SNAP, helping to increase access to these programs across the state
- Engage partners from diverse sectors such as healthcare, local food and agriculture, senior services, and others in outreach for SNAP and other public nutrition programs
- Develop and provide training on SNAP outreach to food pantries and other community partners
- Create and distribute SNAP outreach materials and identify new opportunities for outreach
- Work with the Empowerment Specialist to ensure that messaging and outreach strategies are informed by individuals with lived expertise of food insecurity and navigating public nutrition programs
- Educate community partners on the importance of SNAP in Montana through conferences, presentations, and coalition work
- Maintain a strong understanding of the public nutrition programs including eligibility, application procedures, state and federal policies impacting the programs, and common access barriers
- Ensure that the Benefits Access program aligns with the goals and requirements included in Feeding America's SNAP Outreach Program and Montana DPHHS's SNAP Outreach Plan
- Provide input on the planning, implementation, and evaluation of the Benefits Access program

Direct Assistance (20%):

- Manage MFBN's assistance hotline, which includes answering questions about eligibility and program access for SNAP or other nutrition programs, helping clients determine the next steps and options to resolve issues, and making referrals to relevant resources
- Conduct in-person application assistance clinics, as well as periodically offering in-person assistance at other events such as health fairs

Program Advocacy (15%):

- Support MFBN's efforts to educate Montana's lawmakers on the role of SNAP and other public assistance programs in local communities, and the importance of protecting and strengthening access to these programs
- Understand barriers to SNAP access in Montana, and integrate insights from clients and outreach partners into MFBN's policy advocacy

SKILLS AND QUALIFICATIONS:

- Commitment to MFBN's mission and the alleviation of hunger in Montana
- Ability to work with diverse individuals, and to communicate with clarity and empathy
- Strong writing ability and excellent interpersonal skills
- Experience in public speaking or group facilitation
- Ability to develop educational and outreach materials
- Strong organizational and planning skills
- Ability to work on multiple responsibilities with attention to detail and accuracy
- Ability to work independently and as part of a team
- Willingness to take initiative, suggest new ideas and strategies
- Proficient in Microsoft Office Suite
- Valid driver's license and ability to travel, primarily in state and occasionally to out of state conferences

EDUCATION AND EXPERIENCE:

- Bachelor's Degree, preferably in social work or social science field and/or 1+ years of experience in advocacy, public policy, human services, or community organizing
- Individuals with lived experience of food insecurity and with navigating public assistance programs are encouraged to apply

WORKSITE:

- Montana Food Bank Network is located at 5625 Expressway, Missoula, MT 59808
- In-person office space is available in Missoula; Remote or hybrid work options are also available

COMPENSATION:

The salary range for this position classification is \$16.86 - \$19.84/hour DOE. Final offer will be based on the skills and experience the candidate brings to the position, while maintaining organizational pay equity.

Montana Food Bank Network offers a competitive benefits package including 100% employer-paid medical for employees, \$175 monthly HSA contribution, retirement plan with up to 3% employer match, paid holidays, and 4 weeks paid time off (PTO) in the first year. We also strive to provide non-cash benefits that encourage a work-life balance and promote the health of our employees and their families, including flexible work schedules, education and training opportunities, and eligibility for the Public Service Federal Student Loan Forgiveness Program.

TO APPLY:

Please submit your resume and cover letter to Gayle Carlson, CEO, gcarlson@mfbn.org. The position will be open until filled.

The Montana Food Bank Network is committed to creating a welcoming and inclusive environment for all employees and is proud to be an equal-opportunity employer. MFBN does not discriminate with regard to hiring, assignment, promotion, or other conditions of staff employment because of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender, gender identity, veteran status, disability, genetic information or any other status protected under local, state or federal law. In accordance with the Americans with Disabilities Act, upon request, reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of our positions. Offer of employment is contingent on the successful completion of a background check.