



## Job Description

<b>Job Title:</b>	<b>Resource Coordinator</b>
<b>Classification:</b>	Full Time, 40 hours per week, Non-Exempt
<b>Department:</b>	Child Nutrition
<b>Reports to:</b>	Child Nutrition Manager

### Job Summary

Montana Food Bank Network (MFBN) works to end hunger in Montana through food acquisition and distribution, education, and advocacy. The Resource Coordinator works with food pantries and local partners to strengthen access to SNAP and other assistance programs through outreach and education. The Resource Coordinator will also provide direct assistance through in-person application clinics and assistance hotline, answering questions, and making referrals to additional resources. The Resource Coordinator will support efforts to protect and strengthen access to the 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

#### Outreach and Advocacy

- Grow a network of community partners who provide outreach and assistance for public nutrition programs, 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 and other public nutrition programs 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 public nutrition advocacy and outreach work 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 outreach and advocacy efforts.
- Coordinate efforts with Advocacy Manager to educate Montana's lawmakers on the role of SNAP and child nutrition public assistance programs in local communities, and the

importance of protecting and strengthening access to these programs.

- Understand access barriers to SNAP and other assistance programs in Montana, and integrate insights from clients and outreach partners into MFBN's policy priorities.

### Direct Assistance

- Manage SNAP 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.

### **Qualifications**

- Commitment to MFBN's mission and the alleviation of hunger in Montana through long-term policy change.
- Assurance to living out the core values of MFBN: Respect, Integrity, Responsibility, Justice and Equity.
- Strong written and verbal communication skills.
- Strong attention to detail and accuracy.
- Ability to travel in-state and occasionally to out-of-state conferences.
- Perform any additional tasks and duties as assigned.

### **Competencies**

- **Problem solving** – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Project management** – Develops project plans; coordinates and prioritizes projects; communicates changes and progress; completes projects on time and budget.
- **Interpersonal** – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Team work** – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit.
- **Attendance/Punctuality** – Consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position.

**Required**

- 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.
- Proficient in Microsoft Office Suite.
- Valid Montana driver's license and insurable.

**Preferred**

- One or more years of experience working with public assistance programs.
- Individuals with lived experience of food insecurity and with navigating public assistance programs are encouraged to apply.

**Worksite**

- MFBN's office is located at 5625 Expressway, Missoula, MT 59808.
- Work hours: Monday – Friday, work hours can be flexible within 7:00 am – 5:00 pm business hours.
- In office work required.
- Travel within Montana and nationally may be required.

*Montana Food Bank Network is an equal-opportunity employer.  
We celebrate diversity and are committed to creating an inclusive environment for all employees.  
Offer of employment is contingent on the successful completion of a background check.*