Position Title: SNAP Outreach Program Intern  
Reports To: Program Coordinator, SNAP Outreach Team  
Email Resume and Cover Letter To: HFDhiring-054@foodshare.org

Program Description:  
SNAP (Supplemental Nutrition Assistance Program) is a federally funded program that connects clients with food through an Electronic Benefits Transfer (EBT) card used at grocery stores and other organizations. It is formerly known as Food Stamps. It is locally administered by the State of Connecticut Department of Social Services (DSS).

SNAP Intern Position Summary:  
The SNAP Outreach Program Intern will work with the Foodshare SNAP Program Coordinator to assist with the outreach and support of Foodshare’s various sites throughout Hartford and Tolland Counties. This position provides direct experience of one-on-one meetings with clients, requires the handling of confidential documents and professional correspondence to answer client, agency, and volunteer questions. The intern will be involved in working with government guidelines, SNAP processing procedures, and occasional contact with DSS personnel. Previous knowledge of the SNAP program and its guidelines is a plus.

Responsibilities and Opportunities:  
- Assist clients with questions and completion of applications and documentation needed.
- Maintain knowledge of SNAP program parameters and federal decisions affecting the program.
- Make calls to clients referred from Google advertising.
- Help set up phone application model - anticipated July 2020 release.
- Assist with scheduling of volunteers at sites.
- Track productivity and demographics for grant and internal goals.
- Communicate with present and potential site agencies and organizations as needed.
- Become familiar with other Foodshare programs that complement SNAP Outreach objectives.

Education, Skills, and Knowledge:  
- Actively pursuing a Bachelor’s degree in an area such as Human Services or Social Work.
- Desire to work in the non-profit community to assist people in need of food in support of Foodshare’s mission.
- Must be comfortable using field equipment such as laptop computers and scanners.
- Must have familiarity with Microsoft Office products such as Excel, Word, PowerPoint, and Outlook.
- A high degree of detail, accuracy, and confidentiality is required.
- Some local travel involved; need to have personal transportation (mileage reimbursed).
- Position is approved for 15-20 hours per week over one to two semesters; weekly schedule has some flexibility.
- Must pass criminal background check.