

LOWER SIOUX INDIAN COMMUNITY
COMMUNITY HEALTH DEPARTMENT
JOB DESCRIPTION

JOB TITLE: SNAP Outreach Coordinator
DEPARTMENT: Lower Sioux Community Health
REPORTS TO: Director of Community Health
LOCATION: Temporary in Dakota Expo Center at Jackpot Junction
Permanent, in new Food Assistance Hub building, once construction complete
HOURS: FT: 40 hours/week; evening or weekend hours
as required; some flexibility required
Wage: BGFA

POSITION SUMMARY:

The LSIC SNAP Outreach Coordinator will be responsible for providing SNAP benefits services with a local, internal focus within the Tribe's federally recognized 10-mile service area focusing on setting up outreach visits and creating a referral system. The goal of this program is to inform and educate our community members and employees about SNAP assistance and aid in understanding eligibility and/or the application process. Further duties will include following up with clients who express a need for additional services.

Essential Duties and Responsibilities:

- Provide administrative support to the SNAP team, including client screening, follow ups, information coordination, report coordination and ensuring timely communication with clients, community, and Lower Sioux Health Care Center.
- The SNAP Outreach Coordinator will provide in-person or virtual application assistance to individuals living within eligible households. The Outreach Coordinator will oversee volunteer work and create a "how-to" binder for volunteers. They will also coordinate with LSIC's legal department to conduct confidentiality trainings for any volunteers working on data tracking and outreach-related activities.
- The Outreach Coordinator will be facilitating and carrying out the outreach activities listed under the description of activities. The Outreach Coordinator will also be collaborating with the SNAP Educator and other Lower Sioux Indian Community Health and Human Services staff.
- Collaborating with project manager, planning team and Lower Sioux Health and Human Services Advisory Committee members on developing a collaborative plan to create sustainable food shelf program to increase visible and convenient access to healthy foods.
- Conduct outreach exhibits, booths, or presentations at community events, resource fairs, and locations where target populations are likely to gather.
- Providing detailed explanation of benefits to potentially eligible people, and potentially assisting participants with applications and other food/community resources as needed. Solidifying new partnerships with agencies, organizations, counties, and healthcare providers.

Education and Experience:

- 2 years post High School education preferred, or equivalent experience in a related field (social services, health promotion, nutrition, etc)
- At least 1 year customer contact/customer service, or human services experience required
- Experience working with community based/nonprofit organizations helpful

Skills & Qualifications:

- Experience in facilitating trainings
- Ability to listen, assess and troubleshoot resistance to program enrollment
- Accurately provide and receive information in oral and written communications. Consistently provide ideas, opinions, or information in an articulate, professional way. Actively listen to others and demonstrate understanding of other points of view.
- Willingness and ability to adjust to changing conditions or priorities.
- Take the initiative to identify and act on problems and lead by example. Consistently make decisions that resolve problems.
- Professional written and oral communication skills
- Must have valid Minnesota driver's license and proof of insurance.
- Must be insurable under the tribe's auto insurance
- Ability to communicate effectively orally and in writing.
- Working knowledge of computer operation and skills in Microsoft Office.
- Contribute to the overall mission, vision & values by assisting with applications according to goals & the completion of monthly data input/reports.
- Understanding of Lower Sioux Cultural values, lifestyles, traditions
- Excellent attendance and punctuality are a must.
- Ability to maintain confidentiality and a positive working relationship with community and staff.
- Must comply with the Lower Sioux Indian Community drug and alcohol policy.
- Must pass a background check allowing work in a health care setting
- Interest in and commitment to American Indian/Alaska Native health.
- Native Preference applies.

PHYSICAL DEMANDS

- Office environment; Ability to work on a computer for long periods of time.
- Ability to sit and talk on the phone for periods of time.
- Physical activity associated with this position may include, bending, stooping, lifting, standing and carrying.

Questions may be directed to:
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Director of Community Health
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