



Roadrunner Food Bank, Inc. Outreach Volunteer

Summary

SNAP stands for the Supplemental Nutrition Assistance Program, formerly known as Food Stamps. In New Mexico, 19% of those eligible for SNAP benefits do not utilize the program. SNAP Outreach volunteers are responsible for increasing access to SNAP benefits by educating the public about the program, pre-screening potential applicants, and helping those who are interested correctly complete an application. You will help to break down the barriers that prevent people in need from applying for SNAP benefits and accessing the food they need.

Essential Duties and Responsibilities

Accountability

- Pre-screen individuals to determine their eligibility for SNAP
- Assist clients in filling out a SNAP application
- Perform outreach for 6 hours for first month and 4 hours for every month thereafter

Integrity

- Attend a SNAP Outreach training session to learn how to effectively provide SNAP Outreach and application assistance
- Keep all client information confidential

Respect

- Complete SNAP Outreach worksheets after assisting a client
- Turn in completed SNAP applications to appropriate personnel as necessary
- Complete an outreach evaluation survey

Unity through Teamwork

- Mentor new volunteers

Passion

- Provide facts about common SNAP misinformation to those interested in learning more about SNAP
- Display passion and optimism for work and exemplify RRFB core values

Qualifications

- Strong interpersonal and customer service skills
- Ability to stay patient when assisting others
- Maintain a compassionate, positive, and non-judgmental attitude

Physical Environment

- Participation at community locations requires the ability to be mobile in various settings
- Occasional exposure to outside weather conditions
- Primarily out of the office though some time will be spent in an office setting
- Standing for periods of up to 3 hours when chairs are unavailable
- Noise level is typically moderate

Confidentiality Policy and Agreement

As a SNAP Outreach Volunteer, you are representing Roadrunner Food Bank in the community. When providing information or assistance to clients (client can refer to an individual or a community partner), you must maintain the highest ethical principles and standards.

Any interactions between you and a client are not to be disclosed to anyone other than Roadrunner Food Bank without express written permission from the client. Small bits of information shared with someone besides the client (i.e, spouse, best friend, roommate, church members, etc.) may appear harmless, but may identify a person or issues which you have been entrusted to keep confidential. Persons who violate this trust will not be permitted to continue volunteering. Disclosure may also violate applicable law.

In consideration and as a condition of your volunteer assignment, you agree as follows:

1. Not to copy, reproduce, download, or take any of this information, regardless of format, for any use outside of your volunteer work with Roadrunner Food Bank.
2. Not to share any of this information either verbally, in writing, electronically or in any other manner with anyone other than a member of Roadrunner Food Bank staff.

Thank you for helping in our vision to permanently end hunger in New Mexico.

Roadrunner Food Bank asks you to confirm that you have read and will honor this Confidentiality Policy and Agreement and Volunteer Assignment Description.

I have read this policy and agree to follow it.

Signature

Date

Print Name

Signature of Staff Witness

Emergency Contact Information (Optional)

Name

Phone Number

Relationship