



**Job Title:** Bilingual Food Assistance Navigator (English/Spanish)

**Reports to:** Food Assistance Program Manager

**Status:** Full-time, exempt

**Compensation:** \$37,461 annually, including differential for Spanish fluency

### **About the Organization**

**Hunger Free Colorado**, a statewide nonprofit organization, connects families and individuals to food resources and fuels change in systems, policies, and social views, so no Coloradan goes hungry. By leveraging the power of collaboration, innovation, and partnership, the organization eliminates barriers to the access of affordable, nutritious food, so all Coloradans can thrive and reach their full potential.

### **Job Summary:**

This is a key role that provides direct service, both to callers across the state on our Food Resource Hotline, and out in the community at various partner sites in metropolitan Denver. This organized, dependable, and compassionate professional works in the following ways to help connect Coloradans to food resources:

- Answer incoming calls to the food resource hotline, assist with food program applications, and provide referrals to clients for services that meet their needs
- Provide outreach to the public at mobile application assistance sites to assist individuals in applying for food assistance programs
- Outreach will primarily take place at medical clinics throughout high-need communities, with occasional travel to community-based organizations, fairs, schools, or other local businesses in the Denver Metro area
- Additional projects that further the work of the department in data analysis, policy, nutrition education, or other relevant areas, depending on interests and skill set
- With outstanding performance, there is typically an opportunity for growth within the organization

### **Job Responsibilities:**

- Screen all potentially eligible clients for the Supplemental Nutrition Assistance Program (SNAP, also known as food stamps)
- Help all potentially eligible clients to apply for SNAP through the Colorado PEAK website or a paper application
- Educate the customer on the remaining steps of the process to prepare the individual for their interview with their local county human services office
- Answer hotline calls; screen callers for SNAP eligibility; provide referrals to food pantries and other food assistance programs
- Provide follow-up to SNAP applicants to ensure timely submission of documents
- Provide referrals to other food sources, as needed, to clients, such as food pantries, summer meal sites, etc.
- Provide technical assistance and support to clients, community-based organizations, and communities working on expanding SNAP participation
- Track all records in a secure Salesforce database
- Maintain organized, safe and respectful environment for clients
- Other duties as assigned

**Knowledge, Skills and Abilities:**

- Bilingual (Complete Spanish fluency required)
- Passion for and interest in Hunger Free Colorado's mission
- High school diploma required; Associates or bachelor's degree preferred
- 12 months' experience working in a human services field or call center
- Demonstrated experience and comfort working with diverse individuals and economically disadvantaged populations
- Ability to work in a variety of offices and community settings
- Ability to lift 25 pounds frequently and occasionally up to 50 pounds
- Organized with exceptional attention for detail and accuracy
- Occasional evening and weekend work is sometimes necessary
- Valid driver's license and reliable transportation required
- Proficient in Microsoft Office, specifically Word, Outlook and Excel
- Familiarity with Salesforce or another CRM system preferred
- Ability to work independently and as a team, with a commitment to quality work products and team goals

**To Apply:** Please send a resume and cover letter specifically outlining your qualifications in the areas identified under Knowledge, Skills and Abilities as one document titled "LAST NAME\_FIRST NAME Bilingual Food Assistance Navigator" to [hr@hungerfreecolorado.org](mailto:hr@hungerfreecolorado.org), position is open until filled. No phone calls, please.

Applications that don't specially address the core required competencies above will not be considered.

For more information about our programs go to [www.hungerfreecolorado.org](http://www.hungerfreecolorado.org)