



Feast of Justice Outreach Coordinator

We are looking for an Outreach Coordinator to help us ensure that our families are connected to resources necessary to help them break the grip of poverty and food insecurity—especially through the federal Supplemental Nutrition Assistance Program (SNAP). You will be engaging directly with our guests, helping them learn about and determine eligibility for resources, and expand the resources available. To succeed in this role, you will need to be an energetic, compassionate, and care-driven professional as you connect with our diverse and growing community.

About Us: Feast of Justice is a charitable, faith-based non-profit organization whose mission is addressing hunger, meeting needs, and inspiring hope as we work toward abundant justice in Northeast Philadelphia and beyond. We currently serve 3800 multicultural households in Northeast Philadelphia and have a large team of paid and unpaid staff. We operate out of two sites: our primary site in Mayfair and a newer expansion location at the Northeast Services Hub in Oxford Circle.

General Description: The Outreach Coordinator will oversee outreach at both locations, helping individuals and families connect to additional resources beyond the emergency food support services we provide. The position will primarily focus on SNAP screenings, education, and closed-loop referrals, but will also engage, coordinate, and communicate additional wraparound services that will help to overcome barriers to self-sufficiency. It is anticipated that the Outreach Coordinator will spend 75% of their time in direct community engagement and 25% in administration, program development, and program growth.

Duties & responsibilities:

- Maintain knowledge of the SNAP application process; identify barriers to participation in SNAP
- Develop SNAP program materials and application assistance materials, and devise strategies for reaching general and target populations at Feast of Justice, such as immigrants, elderly, and disabled
- Develop benefits screening method; offer pre-screenings in-person and via phone
- Train Leadership team and program volunteers on SNAP policy and changes
- Recruit, manage, and train community volunteers to conduct screenings
- Support nutrition education programs and opportunities
- Oversee referral system to JFCS
- Develop SNAP education materials for digital communications and external events
- Learn about and promote partner programs that incentivize using SNAP to purchase healthy food (e.g. farmer's markets)
- Maintain information for evaluations and prepare periodic written reports on the progress of the project
- Create processes and feedback loops with Feast of Justice staff, volunteers, and guests to regularly assess program's progress and opportunities to shift strategies
- Develop relationships with community organizations and agencies to better understand their services, and build long-lasting inter-agency collaborations to ensure strong wrap-around services for participants
- Support Community Outreach group by overseeing strategic focus to expand More-than-Food network
- Engage in advocacy work when appropriate

Qualifications:

- Bachelor's degree plus two years experience in a relevant field, or four years of relevant working experience
- Have a minimum of two years of experience in direct service within social or human service organizations
- Personal experience with SNAP or other public benefits encouraged
- Ability to establish and maintain effective working relationships with people from diverse social and cultural backgrounds; bilingual communication skills preferred
- Knowledge of community resources and social work practices with high-risk populations
- Ability to make presentations and develop and deliver information to a variety of audiences
- Possess an attitude of collaboration for working with community organizations
- Ability to work independently and as part of a team
- High quality customer service skills (exhibit objectivity, persistence, calmness & helpfulness)
- Attention to detail and follows through on tasks
- Excellent computer skills required; familiarity with Salesforce preferred
- Strong verbal and written communication skills
- Excellent coordination and time management skills
- Flexibility, collaborative spirit, and strong organizational skills

Compensation

This is a full time position with a salary range of \$35,000-38,000 and is available immediately. Since our organization operates 6 days a week including daytime and evening hours, the position has flexible and varying hours, focusing primarily on regular weekday work, but also occasional weekend and evening hours. Benefits include paid time off, multiple holiday full closures, and an annual health reimbursement account.

If interested, send a resume and cover letter to hire@feastofjustice.org