

Volunteer Position Title: Application Navigator Volunteer

The mission of Utahns Against Hunger is to increase access to food in UAH. We promote federal nutrition programs by providing outreach training and technical assistance to community organizations and partner with organizations that provide application assistance to clients. This volunteer opportunity collaborates with the Salt Lake School District's community learning centers.

Volunteers will be responsible for assisting clients with the online or paper SNAP [Supplemental Nutrition Assistance Program] application, navigating the School Meals applications, and scheduling WIC (Women Infants and Children) eligibility appointments. Application assistance will take place at monthly events. Volunteers will be trained on how to pre-screen a client for potential eligibility, complete the application, and follow up with clients for an impact statement.

Volunteer Project Manager: Director

Volunteering Location

Volunteers will be placed at one of three community learning centers in Salt Lake City.

Purpose of the Position

Volunteers will educate residents about the SNAP, WIC and the School Meals program, their benefits and how to apply. Volunteers will be versed in the application process and provide application assistance to all who are interested in the service.

Responsibilities and Duties

- Become knowledgeable about eligibility requirements for SNAP, WIC and School Meals program
- Educate residents interested in applying for federal nutrition assistance.
- Offer applications, application assistance, and/or schedule appointments for application assistance
- Assist with administrative support (i.e.: putting packets together, making copies, ordering SNAP outreach materials when needed)
- Record activities in the database
- Follow up with clients to gather impact statements

Qualifications

- Comfortable assisting people of diverse economic, social, and ethnic backgrounds
- Comfortable on the telephone
- Ability to multitask; specifically, the ability to ask for information and accurately enter it into the computer

- Desired computer skills:
 - o Accurate typing & data entry
 - o Internet navigation
 - o Basic computer skills, such as copy/paste and navigating between different windows and tabs
- Those with Spanish or other language skills are strongly encouraged to volunteer
- Non-judgmental of people needing and seeking public benefits and entitlements

A volunteer will be required to successfully complete an application, an interview, and submit information for a Criminal Background Check. Utahns Against Hunger's staff will provide training.

Commitment Expected

Volunteers will commit to volunteering 3 hours a month, with some additional hours (no more than 2 hours) for training and group meetings.

Training

Volunteers will be trained to understand the eligibility requirements for the SNAP, WIC and School Meals program, the application process and how to navigate the Department of Workforce Services online and paper application. Volunteers will also be trained on how to refer clients to other community resources like food pantries and other food assistance services. Training will take approximately 3 hours.

Contact Us

For additional questions or clarification, please contact Utahns Against Hunger's Food Security Advocate at [cornia \(at\) uah.org](mailto:cornia@uah.org)