



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

**Position Title:** SNAP Navigator (Temporary)

**Report to:** Nutrition Outreach and Education Project Coordinator

**FLSA Status:** Non-Exempt

**Position Summary:** The SNAP Navigator will conduct outreach and education for Supplemental Nutrition Assistance Program benefits and application process. The SNAP Navigator also prescreens households for potential SNAP eligibility, assists low income households with completing the SNAP application process, including gathering supporting documentation, and provides guidance to households with the SNAP recertification process. The SNAP Navigator works to resolve barriers that may occur at the LDSS or HRA site, and ensures that the household receives the maximum SNAP allotment to which it is entitled, and establishes collaborative relationships throughout their local community and provides comprehensive referrals to other service providers as needed. The position is temporary until June 2019, with potential of extension, contingent upon renewal of funding.

**The major duties of the position include, but are not limited to:**

#### **Client Service**

Ability to anticipate a client's needs and respond to them in a timely and courteous manner

- Conduct outreach and educational sessions on Supplemental Nutrition Assistance Program (SNAP) benefits
- Pre-screen potential clients for SNAP benefit eligibility
- Conduct SNAP application process, including gathering supporting documentation
- Provide guidance to households with SNAP recertification process
- Follow up and mediate on behalf of clients for approval of applications

#### **Interpersonal Awareness**

Ability to show of empathy, and can listen well and respond to others in a non-threatening way

- Ability to learn evidence-based interventions, such as Motivational Interviewing and Trauma-Informed Care, to provide quality of care for clients

#### **Interpersonal Relations**

Exhibits understanding and respect of others to achieve and maintain a harmonious working relationship

- Establishes collaborative relationships within the agency and external community partners to provide comprehensive referrals to other services, as needed.

#### **Technical knowledge**

Exhibits understanding of job content, provide reports and exhibits ability to use computers and learn different databases,

- Submit applications for SNAP through different online portals
- Reporting to NOEP Coordinator

#### **Qualifications:**

- High School / GED, with 2 years of work experience
- Work experience in health or HIV field and in multidisciplinary setting is preferred.
- Working organizational, written, verbal, and interpersonal communication in English required
- Fluent in Spanish or a South Asian language strongly preferred
- Experience in working with one or more of the following groups is preferred: A&PI, immigrants, Community of Color, LGBT, MSM, commercial sex worker, substance user, people living with HIV/AIDS.
- Ability use commonly used office software required: Word, Excel Power Point, Outlook.
- Self motivated, outcome oriented, team player capable of effectively operating within an organizational structure.