



## **MDHS Outreach Volunteer**

### **Position Available**

Volunteer to make a difference in Maryland and help to end hunger in your state! Maryland Hunger Solutions is a non-profit organization that works to end hunger by increasing access to all of the federal nutrition programs through a combination of advocacy, education, outreach, and collaboration.

### **Organizational Background**

The Food Research & Action Center (FRAC) works to secure solutions through public policies and public-private partnerships to eradicate hunger and undernutrition in the U.S. FRAC plays leadership roles in national research, policy analysis and advocacy, coalition-building, outreach, technical assistance, training, and a growing array of communications to achieve our goals. In partnership with hundreds of national, state, and local nonprofit organizations, public agencies, corporations, and labor organizations, FRAC also actively addresses other poverty-related issues as root causes.

Formed in 2007, Maryland Hunger Solutions (MDHS) is the leading Maryland non-profit working to reduce hunger and improve nutrition in the State of Maryland by improving participation and benefits in public nutrition and related programs. MDHS's focus is on using federal programs (e.g., food stamps, called the Food Supplement Program in Maryland, school breakfast and lunch, summer and afterschool nutrition programs, WIC and other programs) to reduce hunger and its adverse effects; to improve economic security, health and nutrition; and to strengthen community institutions.

### **Responsibilities**

As an outreach volunteer, you will be performing food resource triage. This role involves calling back MD residents who left us a message on our voicemail, and performing a need assessment on their food resources. In many cases, callers are looking to apply for SNAP benefits, also known as food stamps. While we direct many of our callers to apply for benefits online on their own, some lack the technology or the ability to do so. To fill this gap, Maryland Hunger Solutions and its volunteers refer cases out to partner organizations, and do SNAP application assistance ourselves. This role requires completion of trainings that will provide you with the knowledge to successfully assist others with finding food resources in their area, as well as refer them to partner organizations to apply for SNAP benefits or check up on their case.

This role has also expanded to refer callers to partner organizations providing assistance with health benefits, rental and energy assistance, and delivery options for meals and food. Additional training and meetings are required to attend to provide volunteers with up-to-date information on protocol and policy changes.

This position is unpaid and performed entirely remotely. As a volunteer, you are an extension of our organization. We primarily work with low-income clients and expect volunteers to treat clients with dignity and respect.

### **Required skills**

- You should be comfortable making phone calls, as this position requires phone calls to clients or to arrange outreach opportunities
- You should be comfortable working with people from a variety of backgrounds
- Excellent communication, interpersonal, and writing skills

### **Preferred**

- Foreign language skills (reading, writing, and conversational)
- Flexible schedule
- Experience working with low-income clients or with a non-profit organization

### **To Apply**

Please email a letter of interest and/or a resume to: [jdrobinson@mdhungersolutions.org](mailto:jdrobinson@mdhungersolutions.org). Please include "Outreach Volunteer-MDHS" in the subject line.

FRAC strongly encourages individuals who can contribute to the diversity of the organization and with a passion for social justice to apply.

FRAC is an equal opportunity, affirmative action employer. FRAC is firmly committed to a policy against discrimination based on age, gender, race, religious creed, sexual orientation, disability, or ethnic or national origin.