

Resource Access Manager

The Community FoodBank of New Jersey (CFBNJ), a member of Feeding America®, has been delivering food, help and hope across the state for over 40 years. Last year, CFBNJ provided nutritious food for over 55 million meals through its network of more than 1,000 community partners including pantries, soup kitchens, emergency shelters, mobile pantries, and child and senior feeding programs. Accompanying this, CFBNJ also provides vital programming as a front-line defense against hunger, helping families make ends meet and stretch food dollars further to alleviate food insecurity and improve health. For our hungry neighbors, the CFBNJ is the powerful agent of change that fills the emptiness caused by hunger and provides resources that are essential to earning a sustainable living.

The CFBNJ is looking for a Resource Access Manager to develop and lead education, awareness, and advocacy building efforts to the public regarding the issues of hunger and poverty in our state. This critical role will be responsible for leading a team of three Outreach Coordinators, working to identify, connect with and enroll low-income individuals and families into eligible resources, such as the Supplemental Nutrition Assistance Program (SNAP). This role will report directly to the Director of Agency Relations, located in the Hillside, NJ office with regular monthly, at minimum, travel to our Egg Harbor Township, NJ office.

The Resource Access Manager will lead the planning and implementation of program efforts supporting connections to resources and will coordinate regularly with CFBNJ's Programs and Agency Relations teams to ensure integration of services throughout our service area.

Responsibilities include, but are not limited to:

- Direct oversight to and leadership of a team of three Outreach Coordinators
- Train Outreach Coordinator team and assist in outreach activities in order to identify, screen and ensure enrollment of clients into program
- Track client interaction, from determination of program and income eligibility requirements to successful connection of qualified individuals to eligible resources, such as SNAP and other resources, such as Earned Income Tax Credit (EITC)
- Maintain knowledge and expertise in eligibility, enrollment, and program specifications of the SNAP program and knowledge to provide Financial Literacy resources and training
- Educate the public and state and federal policy makers about the persistent problems of hunger and poverty to encourage them to support more public and private investments in social programs
- Collaborate with state anti-hunger organizations, including New Jersey Anti-Hunger Coalition and the New Jersey Department of Human Services to reduce hunger by increasing participation in the School breakfast, Summer Food Service and the Supplementation Nutrition Assistance (SNAP) programs, and New Jersey's County Welfare and State liaison to increase participation in the SNAP Program.
- Collect, enter, track and report out on all programmatic and outreach efforts, producing regular enrollment data reports and post-event reports

- Develop and cultivate partnerships with non-profits and governmental organizations, and represent CFBNJ at events and meetings as requested
- Ensure proper and timely follow-up to engage client in care, promote compliance with medical appointments and encourage client self-sufficiency and empowerment
- Meet regularly with supervisor and other staff members to share information and address challenges
- Perform other duties as assigned or needed

ESSENTIAL SKILLS AND EXPERIENCE:

- Understanding of and commitment to the mission and values of the CFBNJ and an ability to articulate the organizational goals and values
- Excellent organizational and communication skills, with the ability to manage multiple tasks and meet deadlines. Ability to work effectively with a wide range of constituencies in a diverse community
- Bilingual Spanish/English
- Must have use of personal vehicle and possess valid driver's license

QUALIFICATIONS:

- Bachelor's degree in a related field, plus 2-3 years relevant supervisory experience; public benefits experience preferred.
- Demonstrated ability to maintain complete and accurate data, with keen attention to detail
- Must have basic knowledge of case management, good documentations and data reporting skills.
- Excellent interpersonal and communication skills
- Travel within the community required
- Flexible schedule to meet program goals required

Qualified candidates should send a resume, along with salary requirements to managerjob@cfbnj.org.