



Food Referral Assistant

Department: Partner Relations
Reports to: Partner Relations Manager
No. of Volunteers Needed: 1-3
Date Requested: Ongoing

Basic Function:

- Locate emergency food providers for individuals and families in search of food assistance
- Field calls to the food bank's Hunger Lifeline with empathy; provide clients access to basic food resources

Primary Duties:

- Refer callers to food pantries in close proximity to the client
- Foster positive relationships with partner agencies by setting up appointments for clients to receive services
- Update database and map containing emergency food provider information
- Collaborate with Advocacy Department to assist clients in applying for SNAP assistance

Minimum Requirements:

- Must demonstrate a genuine passion for working with populations often denied access to vital human services due to social or economic barriers
- Excellent customer service skills
- Strong organization skills and excellent verbal and written communication skills
- Basic computer skills, including familiarity with Internet mapping tools
- Ability to multitask
- Spanish language skills preferred

Physical Requirements:

- Must be able to sit at a desk and field calls for at least two hours

Volunteer Work Schedule Hours:

- Monday - Friday
- Any two-hour (minimum) period between 9am and 5pm

Impact of Volunteer Opportunity:

- Learn about food access in the DC Metropolitan Area
- Build relationships with clients and partner agencies

How to Apply:

- Visit <http://www.capitalareafoodbank.org/ambassador-volunteers> and fill out the Ambassador Volunteer Application. Send any questions to volunteer@capitalareafoodbank.org

Thanks for your interest in the Capital Area Food Bank!