

**Position Title: *Referral Specialist***

**Accountable to: *Benefits Assistance Coordinator***

#### JOB SUMMARY

The Brazos Valley Food Bank (BVFB) is a Community Partner Program (CPP) member. The CPP is a collaboration between the Texas Health and Human Services Commission (HHSC) and a statewide network of food banks; government, faith- and community-based agencies; and other social service organizations. Community Partner organizations are trained and certified by HHSC to help low-income Texans apply for services using the HHSC online benefit portal, YourTexasBenefits.com.

This position is a dual role in the Benefits Assistance and Referral Partner program. The position will assist low-income Texans in applying for Health and Human Services benefits programs such as SNAP (Supplemental Nutrition Assistance Program), Medicaid, CHIP (Children's Health Insurance Program), TANF (Temporary Assistance for Needy Families), and other state benefits through an online portal, and provide a comprehensive assessment of client's needs such as utilities, rent, transportation assistance etc. and connect clients serviced by the Referral Partner Program to resources available in the community.

The position requires daily traveling to partner sites in these counties: **Brazos, Burleson, Grimes, Madison, Robertson, and Washington**. This position will be certified as a Case Assistance Navigator through HHSC's Community Partner Program.

#### ***Key responsibilities in the Benefits Assistance Program***

##### ***Subject Matter Expert***

- Work with the Benefits Assistance Coordinator to identify and establish partnerships with existing community organizations. Provide them with outreach/education materials for distribution. Maintain working relationships with the partner agencies.
- Develop and implement a plan to provide partner agencies with updated information about HHSC's social program requirements, benefits, and the application procedure.
- Utilize existing channels of direct assistance to reach potentially eligible populations (PEPs) and educate them on HHSC's social programs e.g., food distribution sites, community events etc.
- Present material as a subject matter expert to community groups at private and/or public events.

##### ***HHSC Programs Application Assistance***

Provide thorough application assistance using the HHSC online benefits portal, YourTexasBenefits.com. Related activities include, but are not limited to:

- Provide comprehensive, client-centered application assistance to help eligible individuals enroll in SNAP and other HHSC benefit programs.
- Educate applicants on how to successfully submit process-ready applications and supporting documents through YourTexasBenefits.com and the Mobile App.

- Facilitate referrals of clients to other community supports and BVFB Referral Partner Program.
- Assist client in gathering all required documentation, if necessary.
- Contact appropriate agencies and individuals on behalf of the client to acquire documentation, if necessary
- Actively seek information about perceived barriers to participation in Supplemental Nutrition Assistance Program and other state benefits program and inform the Benefits Assistance Program Coordinator.
- Work and perform accurately in a detail-oriented environment with good interpersonal communication skills.

### ***Data Entering and Reporting***

- Interview and record data in assisting with benefits application eligibility through online and paper application formats. Review and process case changes and statuses to clients.
- Enter data of clients assisted on Oasis and BVFB internal software tracking tool in a timely manner.
- Provide Information needed for reports based on HHSC, Feeding Texas, CPP, state, and federal procedures and guidelines.
- Keep and organize personal and confidential client data information files.
- If required, complete follow-up calls on applications submitted and record outcome of calls on BVFB internal software tracking tool.

### ***Document***

- Collect the necessary data to document compliance with HHSC policies and processes and fulfill contractual requirements and deliverables.
- Document processes that are working effectively, clients' perceived barriers to participation in state benefits, including detailed descriptions of specific experiences reported, and suggestions for viable solutions with Supervisor and Feeding Texas Program Manager.
- Consult with program staff on policies, practices, records, and community resources.
- Reviews, edits, and reconciles discrepancies in reports, correspondence, summaries, manuals, journals, records, and other related documents.
- Collect data and information required by the evaluation plan and processes.

### ***Key responsibilities in the Referral Partner Program***

#### ***Partner Recruitment and Liaison***

- Work with the Benefits Assistance Coordinator to Identify and actively recruit referral organization partners on an ongoing basis.
- Work with the Benefits Assistance Coordinator to Identify and actively recruit partner organizations and host sites on an ongoing basis.
- Maintain working relationships with community partners.
- Attend all HHSC and Feeding Texas (FT) Meetings.
- Present material as a subject matter expert to community groups at private and/or public events.

### ***Community Organizations Application Assistance***

- Recruit and enroll new clients in the Referral Partner Program
- Utilize existing channels of direct assistance food distribution sites, community events etc. to recruit clients for the Referral Partner Program.
- Connect new and existing clients to community organizations for assistance and assist in completing applications.
- Help client to gather all required documentation and submit to community organizations if necessary.
- Provide intake, referral, and follow-up services to all Referral Partner Program clients in a timely manner and document referrals and outcome of follow-up services on Oasis and BVFB data tracking solution.
- Contact appropriate agencies and individuals on behalf of the client to acquire documentation, if necessary
- Serve as primary local point of contact for referral organizations including, broker applicant contacts, soliciting follow-up data, and renewing/suspending partners in line with statewide processes.
- Discuss with Benefits Assistance Coordinator before executing all necessary agreements.
- Utilize existing channels of direct assistance to meet eligible clients; Plan and facilitate education sessions, pre-screening sessions, and/or information booths at locations frequented by low-income persons and at high need areas.
- Work with other department staff within the food bank to receive client referrals and make referrals when necessary.

### ***Data Entering and Reporting***

- Enter data of clients assisted on Oasis and BVFB internal software tracking tools in a timely manner.
- Maintain and update records and reports for all referrals through BVFB and FT client tracking IT solution software.
- Provide Information needed for reports based on BVFB, HHSC, Feeding Texas, CPP, state, and federal procedures and guidelines.
- Keep and organize personal and confidential client data information files.
- Complete follow-up calls on partner organization referrals submitted in a timely fashion and record outcome of referrals on BVFB and Feeding Texas internal software tracking tools.

### ***Document***

- Collect the necessary data to document compliance with HHSC policies and processes and fulfill contractual requirements and deliverables.
- Document processes that are working effectively, clients' perceived barriers to participation in state benefits, including detailed descriptions of specific experiences reported, and suggestions for viable solutions with Supervisor and Feeding Texas Program Manager.
- Consult with program staff on policies, practices, records, and community resources.
- Reviews, edits, and reconciles discrepancies in reports, correspondence, summaries, manuals, journals, records, and other related documents.
- Collect data and information required by the evaluation plan and processes.

### **Qualifications**

- Bachelor's degree from an accredited college or university accredited is preferred. Relevant experience may be substituted for education.
- One-year social work or casework experience

### **Other**

- Bilingual- English & Spanish (Preferred).
- A professional demeanor, good boundaries, excellent communication and listening skills and solid problem-solving ability are a must.
- Ability to work independently with minimum supervision.
- Ability to organize work, time, and self, attention to detail, accuracy, and meeting of deadlines.
- Ability to work as a team member in a dynamic organization while maintaining an understanding of BVFB's business operations, goals, and objectives in order to set priorities and objectives for benefits assistance program.
- Proven ability to develop and strengthen new relationships/partnerships.
- Excellent written, oral, leadership, and interpersonal skills. In particular, the ability to understand and organize detailed information and to write about or talk extemporaneously on that information.
- Exercise good judgment and discretion; strong ethical character capable of handling confidential information.
- Ability to receive feedback without being defensive is a must.
- Computer-literate with in-depth knowledge of relevant software such as MS Office Suite, especially Outlook, Word, Excel, and PowerPoint, Internet such as Google Chrome and client tracking software such as Oasis and Charity Tracker.
- Knowledge of hunger and poverty issues.
- Customer-service oriented.
- Knowledge of community resources and ability to use them effectively for clients.
- Highly motivated, with proven capacity to take initiative, work independently and effectively with others at all levels of BVFB with a high level of professionalism in all interactions.
- Ability to work cooperatively under pressure with a diverse range of people and demonstrated ability to communicate tactfully with all members of society.
- Ability to set priorities, identify goals, and plan effectively.
- Ability to work in stressful situations and under program timelines.
- Ability to be flexible with working hours to meet the client and community events schedule (includes evenings and weekends).
- Delivers, picks up, or receives documents, supplies, equipment, or materials; checks for quantity and quality; or make arrangements for repairs and services.
- Must be able to pass a criminal background check administered by BVFB and HHSC.
- Current driver's license and ability to use personal vehicle for BVFB business (mileage reimbursement for work travel).
- Performs related work as assigned.

### **ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMODATION**

- Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift, and carry up to 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.

- Conditions may include working inside, working outside, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, and automobile.

**TO APPLY:**

Interested candidates should send a cover letter and resume (or professional vitae) to:

Mellissa Roy, Benefits Assistance Coordinator

[mellissar@bvf.org](mailto:mellissar@bvf.org)

***Please, no calls or walk-in inquiries about your application. If we are interested in interviewing you, we will contact you.***

**BVFB is an Equal Opportunity Employer (EOE).**

*About the Brazos Valley Food Bank*

The Brazos Valley Food Bank, a local nonprofit organization in Bryan, is a central distribution site that unites food donors, volunteers, and hunger-relief agencies. As the hub of over 36 different agencies that feed the hungry throughout Brazos, Burleson, Grimes, Madison, Robertson, and Washington counties. In addition to supplying food to partner agencies, the Food Bank oversees Children's BackPack, Senior Bags, Family Box, Going the Extra Mile, Screen and Intervene, Nutrition Education, Together We Grow, and Benefits Assistance programs including the Referral Partner Program, as well as oversees Mobile Food and School-Based Food Pantries to reach those in need.