

Community Resource Specialist

Department: Agency Services
Reports to: Community Resource Manager
FLSA status: Exempt
Employment: Full-Time

You made it here! What is it?

Empowering our communities to alleviate hunger and improve health. That's the mission. How do you drive it? By increasing participation in state public assistance programs by identifying and establishing partnerships with community organizations.

This is what you'll do!

- You'll provide comprehensive, multi-lingual, client-centered application assistance to help eligible individuals enroll in SNAP and other HHSC benefits.
- You'll facilitate referrals of clients to other community supports and respond to referrals received from other organizations.
- You'll need to educate applicants on how to successfully submit process-ready applications and supporting documents through YourTexasBenefits.com and the Mobile App.
- You'll also assist the client in gathering all required documentation.
- Don't forget to collect the necessary data to document compliance with HHSC policies and processes and fulfill contractual requirements and deliverables.

What you'll need to succeed!

- Associate degree and three years' experience in client services program coordination or equivalent experience
- Bilingual in Spanish and English? Perfect!
- You will have frequent use of Microsoft Word, Excel, and database software, so that is a plus if you already know it!
- You'll need to be able to work with diverse populations, organizational and problem-solving skills

A Day in the life:

- You will have frequent travel in service areas; must have reliable transportation
- Have a Driver's License? You'll need one. We will even provide mileage reimbursement!
- You'll need work schedule flexibility with occasional weekend and evening availability