



POSITION: Health and Hunger Outreach Intern (stipend and gas mileage reimbursement)
SUPERVISED BY: Kate Abram, SNAP Community Engagement Coordinator

POSITION SUMMARY

Hennepin County Medical Center (HCMC) has partnered with Second Harvest Heartland to integrate a referral for food assistance into their patient electronic medical records. HCMC staff now order a referrals to Second Harvest Heartland's outreach team to connect patients to the hunger relief system. This includes the Supplemental Nutrition Assistance Program (SNAP), Woman, Infants and Children (WIC) and the Nutritional Assistance Program for Seniors (NAPS), local food shelves, produce distributions, and community meal sites. This project acknowledges food as medicine and strives to transform health care through effective coordination with the hunger relief system.

Interns will interact directly with clients over the phone from Second Harvest Heartland's office, prescreening referred patients for food programs and connecting them to application assistance. A top priority is SNAP enrollment, which allows income-qualifying families to receive assistance in buying groceries each month, ensuring that individuals don't have to choose between paying rent or taking their medicine and putting food on the table. Unfortunately, in Minnesota only 65% of eligible households receive these benefits, and the majority of those missing out are children and seniors.

DUTIES

- Become an advocate for SNAP, WIC and NAPS and knowledgeable about relevant qualifications
- Conduct outreach over the phone, which will include:
 - Call and screen patient referrals from Hennepin County Medical Center for food support and SNAP application assistance
 - Connect patients with their local food shelf, produce distributions and meals sites and mail them information.
- Work with the HCMC SNAP Outreach Specialist to maximize client case load and timely follow-up
- Assist with patient follow-up to ascertain which resources have been used
- Assist with patient surveys and evaluation of the project
- Provide feedback to Second Harvest Heartland as to the needs of the HCMC patients and offer feedback for improvement – opportunity to develop new systems and materials as appropriate to integrate into the HCMC project workflow
- Engage in opportunities for professional development
- Optional community outreach experiences, as desired
- Complete other responsibilities as assigned by supervisor

MINIMUM REQUIREMENTS

- Minimum of one year in pursuit of a bachelor's degree or experience in a related field (nutrition, public health, social work, sociology, psychology, medicine, etc.), or other comparable experience in the field
- Experience with and sensitivity towards culturally and financially diverse communities
- Experience with customer service
- Skilled in interpersonal communication
- Comfort using computers and databases



PREFERRED QUALIFICATIONS

- Bilingual in Spanish, Hmong, Somali, or Karen

TIME REQUIREMENTS AND SCHEDULE

- **Total time requirement:** January - May (flexible). 12-15 hours per week.
- **Days of the week:** Flexible.
- **Time of the day:** Flexible.
- **Work site:** Second Harvest Heartland (Maplewood or Brooklyn Park locations)

PROFESSIONAL DEVELOPMENT OBJECTIVES:

- Making concrete, positive changes in the food security of households in Minnesota
- Become a knowledgeable advocate for SNAP and other social assistance programs such as Medicare, MN Care, WIC, Energy Assistance and CSFP
- Gain exposure and experience in the intersection of food insecurity and healthcare – especially become knowledgeable about various strategies clinics and hospitals are using to treat food insecurity as an actionable health issue and indicator
- Increase personal comfort and confidence with direct service to diverse and low-income populations
- Learn to work independently while serving an integral role within a broader team
- Gain exposure to the inner workings of a successful non-profit, and work closely with a number of non-profits and community organizations to develop a range of outreach skills and gain exposure to a variety of program models
- Receive guidance and feedback in resume and cover letter writing, networking and interview skills and partake in other professional development opportunities such as grant writing.
- Gain exposure with working for federally funded programs and increase understanding of state and federal policies.

ORGANIZATION CONTACTS:

- **Jess Johnson, Intern Program Coordinator;** internships@2harvest.org
- **Kate Abram (SNAP Community Engagement Coordinator), Supervisor**

HOW TO APPLY:

To apply, please submit cover letter, resume, and 2 references to Jess Johnson, Intern Program Coordinator, internships@2harvest.org.