



**JOB DESCRIPTION**  
**SNAP Case Manager**  
**Location: New York, NY**

New York Common Pantry (NYCP) is one of the city's largest food pantries, providing food assistance, case management services, senior food provision, nutrition education, and hygiene services. We are a dynamic, mission-driven organization, experiencing rapid growth and expansion at this time.

NYCP is a poverty-fighting organization that reduces hunger and promotes dignity, health, and self-sufficiency by using a holistic approach to reach over 60,000 distinct people--over 500,000 guests each year. Last year, we served almost 8 million meals. Through an array of programs that we offer we look to establish long-term stability for those we serve.

NYCP is seeking a SNAP Case Manager Enroller to join our growing Help 365 Mobile Social Services team. The primary purpose of SNAP Case Manager is to assist families and individuals in need; the elderly, and individuals with limited English proficiency with submitting and acquiring Supplemental Nutrition Assistance Program (SNAP) benefits through the HRA's Mail Application & Referral Unit (MARU) or using the online Paperless Office System (POS) provided by the New York City Human Resources Administration (HRA). This job is a full-time, exempt position, Monday thru Friday, and extensive travel throughout the Bronx, Brooklyn, Manhattan, and Queens is required.

\*Due to Covid traveling to sites will be limited to remote contact.

The Full-Time SNAP Case Manager will report to the Social Care Network Resources & Referral Manager. The position is Full-Time 35 hours per week.

**Responsibilities:**

- Travel to designated areas within four of NYC's boroughs, The Bronx, Manhattan, Brooklyn, and Queens to engage potential SNAP applicants.
- Verify that all potential applicants have been properly screened for SNAP benefits prior to their scheduled appointment.
- Confirm appointments with scheduled applicants 24 to 48 hours in advance.
- Submit at least 11 SNAP applications weekly through, ACCESS HRA, HRA's Mail Application & Referral Unit (MARU), or HRA's Paperless Office System (POS).
- Follow-up with applicants to ensure that HRA has contacted the applicant for the appointed telephone interview.
- Provide immediate formal mediation between the applicant and HRA, as required, ensuring successful receipt of SNAP benefits.
- Verify receipt of benefits and amounts awarded at the conclusion of the application process.

- Maintain accurate tracking spreadsheets of SNAP applications submitted and the benefits received.
- Present referrals to NYCP pantry program; complete intake and orient participants on the program rules and regulations.
- Other responsibilities as assigned.

**Qualifications:**

- Must be completely Fluent in both English and Spanish.
- A Bachelor's degree in Social Work or related area of study is preferred.
- Commitment to helping the communities in need and NYCP's work and mission.
- Understanding of the eligibility requirements for SNAP.
- Minimum of 2 years experience working in Human Services or related fields.
- Previous experience with POS preferred but not mandatory.
- Knowledge of public benefits and systems required
- Computer literate and clerical skills with typing at least 25 wpm.
- Understanding of Case Management databases and Excel spreadsheets is a plus.
- Comfortable with extensive traveling and working with diverse populations.
- Highly organized.

*This is not an exhaustive list of all responsibilities, duties, skills, efforts or requirements, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned. This description does not constitute a contract of employment and NYCP may exercise its employment-at-will rights at any time.*

Please note that NYCP requires all employees to be fully vaccinated against COVID-19 as a condition of employment. Accordingly, successful candidates must be fully vaccinated against COVID-19 and submit proof of vaccination prior to the commencement of employment, unless they qualify for a reasonable accommodation for bona fide medical or religious reasons. This ensures that NYCP's employees and participants are protected and the organization can safely operate.

**To Apply:**

Please submit your resume and cover letter to: [jobs@nycommonpantry.org](mailto:jobs@nycommonpantry.org)

If you'd like to apply via mail, please submit your application to the address below:

Human Resources Department  
New York Common Pantry  
8 East 109th Street  
New York, NY 10029

New York Common Pantry is an Equal Opportunity Employer and is committed to providing equal employment opportunities to you without regard to race, creed, color, religion, national origin, sex, sexual orientation, pregnancy, marital status, age, veteran status, medical condition or disability, genetic information, gender identity, or any other protected status.

**Pay:** \$19.00-21.00/hour

**Benefits:**

- Medical, Dental, and Vision benefits.
- 403(b) Retirement Account.
- Pre-tax Transit benefits.
- Health Savings Account.
- Life Insurance.
- Paid time off, including Vacation, Personal, and Sick.
- Paid Holidays.