



**Channel One Inc.  
JOB OPENING  
FULL-TIME FOOD SECURITY NAVIGATOR**

**TITLE:** Food Security Navigator  
**DEPARTMENT:** Programs  
**SUPERVISED BY:** Community Access Manager  
**# OF DIRECT REPORTS:** None  
**STATUS:** Non-exempt  
**HOURS:** 40 hours/week  
Schedule is generally between the hours of 8 am and 6 pm M-Th and 8 am to 2 pm Friday.

**Job Summary**

The Food Security Navigator provides a positive, welcoming experience for our shoppers at the food shelf Welcome Desk. This position also is responsible for providing outreach, direct support, and caseload management for assigned food assistance programs including TEFAP (The Emergency Food Assistance Program) and CSFP (The Commodity Supplemental Food Program) by determining eligibility and enrolling and re-certifying participants in person and over the phone. The Food Security Navigator assists with delivery, SNAP outreach, service tracking, shopper support, and data entry.

**Primary Responsibilities – Client and Shopper Support**

1. Regular, scheduled coverage for Food Shelf Welcome Desk.
  - a. Greet shoppers using consistent shopper support messages to assist with registration, check-in and/or registration renewal, as needed, using Link2Feed or another assigned database.
  - b. Secure interpretation and support to shoppers with Limited English Proficiency.
  - c. Provide real-time outreach for CSFP, TEFAP and other food assistance programs.
  - d. Provide shopper floor support as needed, staffing market counter, assisting with stocking, preparing groceries for curbside pickup or delivery as needed.
  - e. Monitor supplies of bags, boxes, shopping carts, and other shopper needs.
  - f. Return phone calls and emails from shoppers and the public as needed, providing adequate follow-up for people reaching out for support and assistance.
  
2. Support program and shopper support off-site.
  - a. Coordinate with Community Access Manager for outreach, registration, and distribution for services such as Food Shelf delivery, Mobile Markets, outreach to Senior High Rises and other high need communities.
  - b. Assist with real-time data entry for distributions using Link2Feed and data-enabled tablets. Other data entry and service statistics support as needed.

### **Secondary Responsibilities – Program Support**

Manage program eligibility (enrollments, recertifications) exclusively in Link2Feed or another designated database.

- a. Follow TEFAP and CSFP eligibility guidelines, explaining them to shoppers and the public as needed.
- b. Support referrals and outreach for nutrition programs such as SNAP, WIC, and community meals.
- c. Support shopper follow-up with phone calls, emails, and/or letters as needed.

### **Other**

1. Attend all required meetings and training sessions.
2. Perform other related tasks as needed or assigned.

### **Behaviors and Traits**

- Demonstrate behavior consistent with Channel One’s mission, vision, and values daily.
- Demonstrate a sincere desire to strengthen food access and build healthy communities by supporting people experiencing food insecurity with dignity.
- Understand safety policies and actively promote safe practices in the workplace.
- Ability to build strong, constructive relationships with a diverse range of individual and organizational partners, where common goals can be discovered, jointly shared, and owned for maximum impact.
- Non-judgmental, positive attitude; able to maintain confidentiality and preserve client dignity.
- Ability to learn specialized databases and manage data entry accurately
- Strong team player and positive communication skills; ability to develop rapport with client shoppers.
- Willing to de-escalate elevated client shopper encounters.

### **Education and Experience Requirements**

- High school graduate or equivalent required; post-secondary education preferred
- Human service experience helpful
- Strong interpersonal (customer service, written and verbal communication) skills required
- Ability to work with and serve a diverse population. Bilingual language skills desired (Spanish, Somali, Arabic, Cambodian or other)
- Proficient in use of Microsoft Office (Outlook, Word, Excel)
- Strong attention to detail, time management, and handle multiple projects