



Job Description

Job Title: CalFresh Outreach Associate

Job Status: Full-time, Non-Exempt

Reports To: Director of Community Impact

Location: FIND Food Bank

FIND Food Bank is FIND (Food in Need of Distribution); we are dedicated to relieving hunger, the causes of hunger, and the problems associated with hunger through awareness, education, and mobilization of resources and community involvement. Our vision is to create a community where Desert residents are free of hunger and food insecurity. FIND's team is committed to building community awareness and creating an efficient food distribution network to fight hunger. Resources are leveraged in a strategic, cost-effective manner to achieve our mission and vision. Reporting to the Director of Community Impact, the CalFresh Outreach Associate provides services to assist people in our communities with basic needs. The successful candidate will be an organized, compassionate person who can assist clients from multiple ethnicities and demographics, and is able to manage a constantly changing environment. The following is a general list of job responsibilities that will be reviewed and/or updated at the conclusion of probationary period and annually thereafter.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administer CalFresh Program per Program Requirements

- Assist in the development and implementation of an outreach model using agency partner pantries and other community based organizations to offer enrollment in underserved and under reached areas
- Develop a concise and educational presentation as a resource in outreach situations
- Utilize available information, work with clients to increase knowledge and use of CalFresh program
- Screen applicants to determine preliminary qualifications
- Coordinate with county offices to expedite applications and decrease obstacles
- Identify opportunities to speak to groups of potential clients
- Accurate and timely completion of required external and internal program reporting
- Perform other duties as assigned

Participate in Strategic Planning for FIND Food Bank

- Represent and advocate for the Organization in the community
- Attend staff meetings
- Adhere to Feeding America and FIND Food Bank regulations and guidelines
- Assist with other agency departments and activities as needed (e.g. events)
- Perform other duties as assigned

Provide Excellent Communication and Service to all Internal and External Partners

- Provide excellent customer service with timely responses and knowledgeable, accurate information about FIND Food Bank and its programs
- Provide information and referrals for individuals in need of assistance who call or come to FIND Food Bank to address their needs



- Perform other duties as assigned

SKILLS AND QUALIFICATIONS

- Able to speak, read, and write fluent English and Spanish
- Communication skills, oral and written, that demonstrate clear, concise messages with accurate spelling, punctuation, and grammar in written and electronic formats
- Strong interpersonal and presentation skills: public speaking experience required
- Ability to solve problems, analyze data, make good decisions, attend to details and manage projects
- Adaptable to a quickly changing business environment including learning and applying training and knowledge, including learning new programs
- Highly organized and able to multitask and understand priorities
- Strong computer skills including Microsoft Office programs: Excel, Word, Outlook, and PowerPoint
- Ability and means to travel extensively to various sites and meet with clients throughout work week
- Must possess a valid California Driver's License, proof of auto insurance on personal vehicle used, and be insurable by commercial auto policy provider
- Minimum two (2) years of experience working in the social service sector or customer service field
- High school diploma or GED
- Bachelor's degree in social work or related field preferred

WORK ENVIRONMENT

Work is value, goal and deadline oriented; extensive phone and external contact; periodic extended hours/week day early and weekends on occasions; in and out of the office environment; extensive driving, bending, lifting and carrying items weighing in excess of 30 pounds; computer usage.

To perform this job successfully, an individual must be able to perform each responsibility, competency, and essential function satisfactorily. The requirements are a representative of the qualifications, knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description supersedes all prior job descriptions and does not constitute an employment agreement between the employer and employee. It should not be construed as an exhaustive statement of requirements, duties, and responsibilities. Management retains the right to add or change the duties of this position at any time.

HOW TO APPLY

Please email a resume and cover letter to scorona@findfoodbank.org. Address your email to the Director of Community Impact and include CalFresh Outreach Associate in the subject line.

***Food In Need of Distribution, Inc. (d.b.a. FIND Food Bank) is an equal-opportunity employer.
FIND Food Bank is a registered, public-benefit, nonprofit, California corporation.***