



Job Description

Job Title: Community Health Worker
Classification: Non-exempt, Full Time, 40 hours per week
Department: Community Impact
Reports To: Director of Community Impact
Prepared Date: 1/20/2021

ABOUT FIND

FIND Food Bank is the Desert’s Regional Food Bank, the Feeding America Member food bank that serves the Coachella Valley Desert area of California (commonly known as the Palm Springs, CA area) and is the State of CA’s recognized USDA and primary disaster response food distributor for the region. For over 35 years, FIND has dedicated itself to relieving hunger, the causes of hunger, and the problems associated with hunger through awareness, education, community involvement and mobilizing resources to those in need of food assistance in the eastern Riverside and southern San Bernardino Counties Areas. Our vision is to create a community where people are free of food insecurity by Ending Hunger for Today, Tomorrow and a Lifetime. FIND’s team is committed to the equitable and efficient distribution of healthy food resources, advancing outreach efforts to ensure access to government food assistance and medical programs, rescuing safe and edible foods that would otherwise be wasted in landfills, building community awareness, and leading a community movement of non-profits and organizations committed to ending hunger in our region. Resources are leveraged in a strategic, cost-effective manner to achieve our mission and vision. Since the onset of COVID-19, FIND now feeds almost 175,000 people per month, distributes over 20 million lbs. of food per year, partners with over 100 organizations and runs 44 free Community Mobile Markets to ensure that there are over 140 easily accessible free food locations over a 5,000 sq. mile service area.

SUMMARY of POSITION

The Community Health Worker position will be focused on the success of two main areas of the Community Impact Department. Oversight, and coordination of FIND’s **Pathways Out of Hunger** program strategies for recipients to THRIVE by providing Community Health Resources and Financial Literacy Programs available to them. As well as supporting the Director of Community Impact department by conducting CalFresh Outreach for FIND’s **Healthy Food First Strategy— breaking the cycle of poverty by providing healthy foods to end hunger.**

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

Community Health Worker

- Establishes trusting relationships with clients and their families while providing general support to community members
- Assists clients with understanding, and if necessary, completing applications and registration forms
- Assists clients and families to develop their capacity and access to resources, including health insurance, food, housing, quality care and health information; connect clients to health care/social service resources and assist with financial literacy courses
- Delivers health information using culturally appropriate terms and concepts
- Advocates for local health and healthcare needs



- Responsible for collecting all required client file documentation as required by the program and update FIND Food Bank client database weekly
- Maintain a high visibility in the community by participating in appropriate community events and functions, such as health fairs, mobile pantries, and direct distribution sites
- Facilitate health assessments and support involvement in various clinical-community intervention activities
- Attends regular staff meetings, trainings and other meetings as requested
- Performs other duties as assigned by the Director of Community Impact

CalFresh Outreach

- Assist DCI in the coordination of the CalFresh Outreach team and their services to community to ensure achievement of FIND CalFresh Outreach Goals and Objectives
- Assists DCI in providing direction and support to the CalFresh Outreach team, assists them with capacity development and strategy planning. Assist them with resolving challenges in a creative and results oriented framework
- Conduct CalFresh outreach in areas where assigned by Director of Community Impact
- Other duties as assigned

As required to meet the needs of the company, other duties may be assigned as needed

MISSION and PERSONAL EFFECTIVENESS:

- Understand and exemplify professionally and sincerely FIND Food Bank's mission and vision
- Understand and adhere to organization and department policies and procedures
- Know and promote principles of professional cooperation
- Participate effectively in department/team and all-staff meetings
- Operate with a sense of teamwork; support fellow co-workers in daily work
- Provide a positive model for co-workers
- Report to work as scheduled, on-time, appropriately dressed, and ready to work
- Communicate work-related needs and problems promptly and effectively
- Take initiative to identify, report, and resolve problems before they escalate
- Accept and offer constructive feedback and suggestions, openly and respectfully
- Accept direction willingly and follow through with assigned/delegated tasks

SKILLS and ABILITIES

- 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
- This position may supervise student interns and volunteers.

MINIMUM REQUIREMENTS:

- Minimum of 2 years community programming or customer services
- Experience working with communities and community partnerships
- High School Diploma or GED, Successful completion of a Community Health Worker formal training program such as from a college or other education institution is preferred
- Able to read; write legibly; speak in English and Spanish fluently with professional quality
- Must be able to both work effectively as a member of a team and independently as a self-starter and comfortable working without direct supervision, while handling multiple projects at the same time
- Intermediate verbal and written communication skills
- Proficiency in using MS Word, Excel, PowerPoint and Outlook
- Proven leadership skills
- Ability and desire to relate to and work with various age, socio-economic, gender, racial and ethnic groups
- Must possess valid driver's license. Must be able to drive and travel locally
- Must be available for occasional evening and weekend work

WORK ENVIRONMENT

Warehouse and outdoor environment, including work outdoors with extreme temperature variance; extensive computer and phone work; responsible for safe use of equipment; driving, walking, standing, bending, stooping, kneeling, lifting, and carrying items weighing in excess of 60 pounds; regular contact with volunteers and agency representatives; work periodically requires extended hours.

HOW TO APPLY

Please email a resume and cover letter to scorona@findfoodbank.org. Please 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.***