

Job Title: CalFresh Outreach Program Coordinator
Department: Programs
Reports To: CalFresh Outreach Manager
Classification: Regular, Full-time, Non-exempt
Location: Concord, CA or Fairfield, CA

Who We Are

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

About This Opportunity

CalFresh is a federally funded program, formerly known as Food Stamps and nationally known as Supplemental Nutrition Assistance Program (SNAP). As a CalFresh Outreach Coordinator, you will be responsible for conducting CalFresh outreach with community and faith-based organizations throughout Contra Costa and Solano Counties. If you're a resourceful professional dedicated to positively impacting the lives of our neighbors in need, this role is for you.

Essential Duties and Responsibilities

- Conduct community outreach with community and faith-based organizations to develop opportunities to explain the benefits of CalFresh to food stamp eligible populations.
- Develop a strong understanding of CalFresh program application, eligibility, and enrollment procedures.
- Prescreen clients for eligibility for the CalFresh program and assist them with completing the application and understanding the interview process.
- Speak to community and faith-based organizations serving the CalFresh eligible populations regarding the benefits of the program to increase enrollment. This can include but is not limited to tabling at resource fairs, community events, schools/universities.
- Build your own partnership network to reach more CalFresh eligible populations in the community. Help train partners on CalFresh eligibility basics to assist with referrals.
- Maintain records documenting CalFresh outreach activities.
- Data entry of client records and assisting clients through the full CalFresh application process. Including 6- month (SAR-7) reporting and yearly recertification process with the county.
- Follow confidentiality procedures ensuring the protection of clients' personal information.
- HIPPA training provided.
- Assist CalFresh Outreach staff in publicizing CalFresh outreach efforts, including handling registration for agency meetings and trainings and preparing packets for the meetings.
- Other duties as assigned.

Qualifications

- Associate's degree and one to two years related experience and/or training. An equivalent combination of education and experience will be considered.
- Bilingual language proficiency in English and Tagalog, Mandarin, or Spanish preferred.

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- Professional experience in sales or outreach is preferred, as is familiarity with federal entitlement programs. Sales, banking, or customer service experience a plus.
- Valid California driver's license and insurance, and ability to be covered under the Food Bank's auto insurance required.
- Intermediate proficiency with Microsoft Office Suite (Outlook, Word, and Excel) and Apple iOS.
- Ability to work under general supervision with limited guidance and direction.
- Ability to synthesize complex or diverse information; collect and research data and design workflow and procedures.
- Ability to read, interpret, write professional reports and correspondence in English.
- Ability to speak effectively before diverse groups of people.
- Knowledge of project management principles including development and coordination of plans, communication, collaboration, and time management.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use reason even when dealing with emotional topics.
- Ability to frequently lift and/or move up to 25 pounds.
- Ability to regularly climb stairs.
- Use of personal vehicle may be required.

Additional Information

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

Compensation and Benefits

This is a full-time, non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$27.15 per hour.

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To Apply

Please send your resume and any supporting documents to hr@foodbankccs.org with the subject line: "CalFresh Outreach Program Coordinator – Concord" OR "CalFresh Outreach Program Coordinator - Fairfield." Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Ave
Concord, CA 94520**

Job Opening

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

For more information about us, please visit: <http://www.foodbankccs.org/careers>