



**Job Title:** CalFresh Program Coordinator

**Department:** Administration

**Supervisor:** Director of Programs

**FLSA Status:** Non-Exempt

**Date:** rev. May 2017

## Job Overview

The CalFresh Programs Coordinator (CFPC) works with the community to raise awareness about available food programs and assists with CalFresh enrollment at food distribution sites, partner agency sites, community events and more. The CFPC will work closely with County Department of Social Services, Public Health and members of the SLO County CalFresh Alliance to strategize outreach to populations who are CalFresh eligible.

## Essential Duties & Responsibilities

- Work with a diverse client base who are low-income, food insecure and often from mixed immigration status households.
- Become fully knowledgeable in CalFresh and related California Department of Social Services processes and procedures in order to provide high-quality assistance with CalFresh applications.
- Conduct outreach in both English and Spanish (written and verbal) to develop opportunities to explain the benefits of CalFresh to food stamp eligible populations. This includes but is not limited to outreach to families, seniors, students, school administrators, faith based organizations, nonprofit partner agencies and more
- Outreach methods will include, but are not limited to, working collaboratively with relevant organizations (Cal Poly, Cuesta College, County Office of Education, 5 Cities Homeless Coalition, CAPSLO, WIC and others), table events, and public speaking.
- Increase public awareness (in English and Spanish) of CalFresh at food distribution sites, food pantries, nonprofits, soup kitchens, and more. Explain the benefits of CalFresh to food stamp eligible populations.
- Prescreen applicants for eligibility for CalFresh benefits.
- Assist applicants with completing the CalFresh application online through MyBenefits CalWIN, the MyBenefitsCalWin mobile ap, or the paper SAWS 1 form. Educate clients about the interviewing process.
- Schedule appointments to assist prospective clients with applications.
- Recruit and train volunteers to do pre-screening for benefit eligibility.
- Follow-up and communicate with potential applicants, volunteers, and partner agencies.
- Maintain records and collect data in order to track Cal Fresh outreach, processes and outcomes.
- Collaborate with County staff, the Food Bank team, organizations represented in the SLO County CalFresh Alliance and community partners to coordinate CalFresh outreach efforts.
- Identify barriers that prevent successful applications to CalFresh and identify solutions.
- Flexibility to attend workshops or trainings outside of normal scheduled shifts.
- Make a difference in the health of your community to improve their nutritional resources.
- Must have reliable transportation.
- Must maintain a very high level of confidentiality.

## Other Duties and Responsibilities

- Other duties and responsibilities that may be assigned by the Director of Programs.

## Knowledge, Skills, Talents, & Abilities

- Must be **fluent in both English and Spanish** in order to convey information effectively and professionally.
- Ability to handle multiple tasks, work with diverse groups of individuals, and meet deadlines.
- Ability to set own priorities and work independently and as part of a team.
- Strong coordination skills: ability to adjust actions in relation to others' actions. Ability to organize, plan, and prioritize work in order to accomplish specified goals and objectives.
- Proficiency with Microsoft Office including Word, Excel, and PowerPoint; ability to navigate the internet.
- Strong people skills: ability to communicate effectively and relate to diverse groups of people; ability to persuade, motivate and empathize.
- Customer Service: demonstrates the ability to respond with a high degree of urgency to the needs and request of others, internally and externally. Understands the impact of his/her work and attitudes on others. **Has empathy and the ability to work collaboratively with diverse groups of people. Demonstrates respect at all times, to all people.**
- Willingness and ability to adjust to changing conditions and priorities
- Ability to make decisions that resolve problems
- Be responsible for cost-efficient operations
- Contribute to a positive, action-oriented work environment

## Education and/or Experience

- Must be 18 years of age or older.
- High School Diploma **or** Equivalent.
- Customer service experience, public speaking experience and experience working with community based/nonprofit organizations preferred.

## Certificates, Licenses, Registrations

- Must possess a valid California Driver's License.
- Must have a reliable vehicle, clean driving record, and proof of insurance.
- Must be willing to travel throughout San Luis Obispo County.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands or arms; and talk or hear. The employee frequently is required to stand and walk. Specific vision abilities required by doing this job includes close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust to focus. Use of your arms and legs and moving your whole body, such as lifting, balancing, walking, stooping, and handling of materials.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Variable work environment; work is conducted both indoors and outdoors with varying environmental conditions; indoor facilities kept at cold temperatures, so warm clothing is required. Noise level varies from quiet office environment to very noisy warehouse. Forklift exhaust and dust will be present in the warehouse.

<b>Acknowledgement</b>
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I acknowledge that I have read the job description and requirements for the CalFresh Program Coordinator position and certify that I can perform these essential functions.

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Applicant/Employee Signature

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Date

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