**Second Harvest Food Bank Santa Cruz County**

**Community Outreach Specialist**

**NON-EXEMPT**

Second Harvest Food Bank provides over 8 million pounds of food assistance annually, to over 55,000 people per month, through its network of 200 member agencies and programs. By increasing access to healthy food, Second Harvest is making a profound impact towards growing a healthier community.

**JOB SUMMARY**

*Reports to:**Director of Community Outreach*

Our CalFresh Outreach Specialists are responsible for conducting CalFresh (food stamp) outreach at community locations, food bank distribution sites, and over the phone.

Community Outreach

* Conducts CalFresh outreach activities at various locations throughout Santa Cruz County. Including, but not limited to food distribution sites, unemployment offices, homeless centers, veterans' services locations, countywide Farmers' Markets, faith-based organizations, and community events.
* Speaks to Community Organizations and Faith-Based Organizations serving CalFresh eligible populations about the benefits in order to increase enrollment.
* Works in collaboration with Community Organizations and Faith-Based Organizations to develop opportunities to explain the benefits of CalFresh to eligible populations.
* Instructs and helps CalFresh applicants on how to utilize the County's computer and automated telephone systems.

CalFresh Application Assistance

* Performs outreach activities in the community promoting and pre-screening potential CalFresh applicants, provides application assistance, case management and data collection, both in person and over the phone.
* Maintains records documenting CalFresh outreach activities and events.
* Collaborates with Human Services Department staff and Second Harvest Food Bank member agencies to coordinate CalFresh outreach efforts.
* Coordinates and conducts presentations to Second Harvest Food Bank member agencies, community and government groups on CalFresh (including program outreach, eligibility and access), including other issues related to hunger and nutrition.
* Attends relevant community meetings and events to raise awareness of the County's computer-and telephone-based automated benefits access / information systems.
* Provides information and supports community volunteers and CalFresh Buddies assisting Second Harvest Food Bank with CalFresh outreach and pre-screening efforts.
* Collaborates with County staff and Second Harvest Food Bank member agencies to coordinate CalFresh outreach activities.
* Assists in the planning and coordination of the annual CalFresh Forum event.
* Provides training on CalFresh and nutrition outreach to Hotline staff and volunteers.
* Translates Food Bank communications for staff and community members as appropriate.
* Assists in the planning, designing and implementation of CalFresh outreach material distribution.

Customer Service

* Serves as the face of the Food Bank, representing the agency with a high level of customer service both in the office and in the community.
* Develops and maintains effective working relationships and deals tactfully, cooperatively, and effectively with SHFB staff, volunteers, agencies, community organizations, clients, and potential donors.
* Communicates effectively and respectfully with people of different racial, ethnic and cultural backgrounds and lifestyles; demonstrates knowledge of and sensitivity to their needs.
* Uses a computer to generate files and manipulate data, utilizing spreadsheet and word processing tools.
* Prepares correspondence, tracking, reports, forms and schedules; proofreads typed and other materials for accuracy, completeness, and correct language usage.

Other duties as required.

**QUALIFICATIONS**

Education and Experience

One to two years’ experience working with low-income residents with a government, nonprofit or faith-based organization in an outreach or service capacity. Experience in sales or targeted outreach is preferred, as is familiarity with social services, community resources, and public benefit programs.

Knowledge/Skills/Ability

* Bilingual and bicultural English/Spanish required.
* Strong organization skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
* Ability to communicate effectively and respectfully with people from different racial, ethnic, and cultural groups and from different backgrounds and lifestyles.
* Ability to organize work, set priorities, exercise independent judgment and demonstrate flexibility in balancing the needs of various programs and sudden schedules changes.
* High degree of accuracy in data entry and database work.
* Proficient in Microsoft Excel and the Microsoft Office Suite generally.
* Comfortable with public speaking and making presentations in a group setting.
* Maintains a high level of client confidentiality at all times.
* Able to work shifts from a 10am-7pm schedule on Monday, Tuesdays, Wednesdays, Thursdays, and some Fridays. Occasional weekend and weekday evenings work required.

Physical Requirements

* Able to hear conversations on the phone and in person.
* Able to see to read reports, documents and manuals.
* Able to work in a cooler environment.
* Requires outdoor work, frequent standing and sitting throughout the day.
* Bi-manual dexterity and able to use a computer keyboard.
* Able to safely lift or carry items weighing up to 20 pounds.

# OTHER REQUIREMENTS

* Must have access to a motor vehicle, as well as valid auto insurance coverage, for occasional driving on the job.
* Must have valid California Driver’s License and a satisfactory driving record, as documented by a current MVR (will be obtained by the Food Bank’s insurance carrier).
* It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.

**Job Details:** This is a full-time, regular, non-exempt position with a starting salary of $17 per hour; paid biweekly. Benefits include health, dental and vision insurance; life, long-term disability, AD&D, and long-term care insurance; 403b retirement fund; and generous paid time off.

**To Apply:** Please send cover letter and resume by noon on 8/29/18 to [hiring@thefoodbank.org](mailto:hiring@thefoodbank.org)

SECOND HARVEST FOOD BANK SANTA CRUZ COUNTY   
IS AN EQUAL OPPORTUNITY EMPLOYER.

Second Harvest Food Bank does not discriminate because of race, religion, religious creed, color, age, sex, sexual orientation, gender (including gender identity and gender expression), national origin, ancestry, marital status, medical condition, physical or mental disability, military service, veteran status, pregnancy, childbirth, breastfeeding and related medical conditions, genetic information, genetic characteristics or any other legally protected status. The Food Bank also does not discriminate based on the perception that anyone has any of these characteristics, or is associated with a person who has (or is perceived as having) any of these characteristics.