



**Ending hunger in Orange County.
Together we are creating a future in which no one goes hungry. Ever.**

CalFresh Program Coordinator: Subcontractor Program **Position Description**

Department: Programs & Services

Reports To: CalFresh Outreach Program Supervisor

Classification: Coordinator B

Status: Full-time, Non-Exempt, Hourly

Starting Pay Rate: \$16.00 - \$17.00 (DOE)

Schedule: Monday – Friday, 40 hours per week

Benefits: We offer excellent Benefit Plans including incremental PTO Plan starting at 2 weeks and doubling in second year; 11 Paid Holidays plus a Birthday Floating Holiday. Medical & Dental insurance plans with majority paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank of Orange County that's exactly what you'll be doing. Every moment of your workday will directly impact our mission and Bold Goal to provide food for those who need it, when they need it.

Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table. We are committed to living out the Food Bank's core values of **Compassion, Integrity, Stewardship, Service Excellence and Diversity** in pursuit of our mission.

POSITION PURPOSE: The role of the CalFresh Program Coordinator is to oversee all aspects of the CalFresh Subcontractor Program in partnership with local food distribution organizations, colleges/universities, and other non-profits. The primary objective of this position is to increase participation in CalFresh to eligible individuals and families.

ESSENTIAL FUNCTIONS:

CalFresh Subcontractor Program

- Proactively recruit, train, and support community partners in conducting CalFresh application assistance and case management for their own clients – helping to build the capacity of the CalFresh Outreach Program while simultaneously enabling the community partner to offer additional services to their clients.
- Actively work to meet and exceed CalFresh Program targets and strategize ways to increase outcomes at Subcontractor Program sites.
- Hold Subcontractor partners accountable for responsibilities and commitments (including client confidentiality expectations), and actively work with the CalFresh Supervisor to address issues as they arise.
- Develop, maintain, and cultivate strong partnerships SHFB Partners and external stakeholders.
- Assist your Subcontractor partners in developing individualized, strong outreach plans for how they will continually engage their client base and expand their reach.



- Assist your Subcontractor partners in developing their case management plan. Train and guide Subcontractors in completing case management for their entire client caseload.
- For Subcontractors that we have agreed to provide case management support for, you will be responsible for effectively working in collaboration with our CalFresh Client Advocate.
- When attending community collaboratives, meetings, workgroups, and taskforces; serve as a representative for Second Harvest Food Bank and the CalFresh Outreach Program.
- Provide programmatic reports as needed to Second Harvest Leadership, Feeding America, CAFB, Community Partners, or as requested.
- Follow all policies and procedures, as detailed in the CalFresh Outreach Program Manual, including all Subcontractor Program expectations.
- Become an expert on CalFresh eligibility requirements and programmatic nuances.
- Uphold the integrity of Second Harvest's CalFresh Outreach Program and the Orange County CalFresh Collaborative.

CalFresh Subcontractor Enrollment Events

- Utilize current subcontractor partnerships to schedule CalFresh application enrollment events – either virtual or in-person (once COVID-19 restrictions lift). Enrollment event goals TBD in collaboration with the CalFresh Outreach Program Supervisor.
- Oversee all aspects of enrollment event planning including, but not limited to: scheduling, planning with OC Social Services, creating marketing materials, advertising/outreach, event execution, and site follow-up.

CalFresh Application Assistance

- Become an expert on all aspects of CalFresh application assistance, including other tools and systems used: Acuity Scheduling, FilesAnywhere, GetCalFresh.org, and Zoom.
- Responsible for conducting CalFresh application assistance appointments with clients during shifts scheduled by the CalFresh Outreach Program Supervisor.
- Assist eligible people with applying for benefits over the phone, using MyBenefitsCalWin and in-person, using GetCalFresh.org (once COVID-19 restrictions lift).
- Ensure all client documentation and paperwork is filled out accurately, completely, and is stored securely per the written Client Confidentiality Agreement all team members are required to sign.

Food Assistance Helpline

- Cover Second Harvest's Food Assistance Helpline as needed, answering calls and texts.
- When scheduled for a helpline shift: Provide excellent customer service to all individuals, including returning phone calls and text messages within 24 hours, if not immediately. This includes pre-screening individuals for CalFresh benefit eligibility, scheduling appointments, answering eligibility questions, and providing food assistance referrals.

OTHER DUTIES INCLUDE:

- Assist with various translation needs as they arise, often with a quick turnaround time.
- Work collaboratively with the entire CalFresh team to ensure programmatic and team success!
- Actively participate in weekly team meetings and report updates, concerns, and successes in group meetings and at 1:1s.



- Attend webinars and trainings to increase CalFresh Program knowledge.
- Assist in collecting client stories for grant reports and various Development Department needs.
- Provide clients with additional information on other services and referrals.
- Other duties as assigned.

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Ability to lift 25-50 pounds to carry equipment and supplies as needed.
- Extended periods of sitting to attend meetings and while working on a phone and computer.
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location.
- 30-70% of time spent onsite at office in Irvine.
- Office hours are 8am – 4:30pm, but schedule varies based on Department needs. Possible evening and weekend hours.

REQUIREMENTS:

- Bilingual (written and verbal) required in one of Orange County's threshold languages: Spanish, Vietnamese, Korean, Farsi, Arabic, or Mandarin.
- Prior Public Benefits experience is a plus (professional or personal).
- Must be proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- A professional who is a reliable communicator and actively engaged member of the team.
- Excellent customer service skills, going above and beyond to provide clients with the assistance and support they need. Be an advocate for our clients.
- Excellent data entry skills. Prior experience utilizing complex databases is a plus.
- Experience with program coordination:
 - Experience with databases and analyzing data to influence programmatic shifts needed.
 - Self-starter with the ability and confidence to move projects forward with minimal supervision from the CalFresh Outreach Program Supervisor.
- Dedication to continuous improvement and experience with making changes that lead to improved results.
- Time-management and organizational skills. Proficient in handling multiple tasks and timelines.
- Proven experience using logical reasoning to identify areas for improvement and problem-solve. Proactive about seeking solutions in order to meet personal and team goals.
- Relationship management skills. Nurture strong professional relationships with coworkers, Subcontractor partners – current and potential, OC Social Services, and all CalFresh clients.
- Excellent, professional verbal and written communication skills. Communicate comprehensively with the CalFresh Outreach Program Supervisor, on an on-going basis.
- Proven team player. Understand the collective effort it takes to operate the CalFresh Outreach Program and work across the team and organization in order to succeed together. Volunteer to assist co-workers within and across departments of Second Harvest within reason so as not to negatively impact personal workload.
- Compassionate and strong. Sensitive to clients' hardships and empathetic, with the ability to handle mentally and emotionally challenging client stories and interactions on a consistent basis.



- Flexible and adaptable to change. Understand that non-profit work is constantly evolving and be comfortable with shifting priorities.
- Commitment to living out Second Harvest's core values of Compassion, Integrity, Stewardship, Service Excellence and Diversity.
- Valid Driver's License and Insurance.

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

HOW TO APPLY:

- *Sorry, no phone inquiries please*
- *Please email application, cover letter, and resume to Ellie@FeedOC.org*
- *Applications can be found on our website: www.FeedOC.org*

Second Harvest Food Bank of Orange County, Inc is an Equal Opportunity Employer
