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

CalFresh Client Advocate
Position Description

Department: Programs & Services
Reports To: CalFresh Outreach Program Supervisor
Classification: Coordinator B
Status: Full-time, Non-Exempt
Hourly Pay Rate: $16.00 - $19.00 (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 Client Advocate is to oversee all aspects of the CalFresh Outreach Program’s client caseload after CalFresh applications are submitted by one of our team members. The primary objective of this position is to ensure all our clients who are eligible for CalFresh benefits receive them.

ESSENTIAL FUNCTIONS:

Food Assistance Helpline
- Manage Second Harvest’s Food Assistance Helpline, answering calls and texts M-F, 8AM – 4:30PM.
- 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.

CalFresh Caseload Management
- Ensure all client information is accurately input into our client database – Link2Feed – as it is received from our application assistor team members.
• All aspects of client database must be maintained appropriately and with integrity. We are looking for a team member who will proactively look for improvements for database usage and functionality.
• Conduct case management for our entire client caseload. Go above and beyond to ensure all clients who are eligible for benefits receive them. This includes regularly communicating with OC Social Services and following-up with clients in a timely manner.
• Work closely with the CalFresh Outreach Program Supervisor to resolve challenging client cases with OC Social Services.
• Follow all policies and procedures, as detailed in the CalFresh Outreach Program Manual, including required timelines for client case management follow-up.
• Work to get a final status (approved, denied, or withdrawn) and benefit amount for all clients.
• Actively look for ways to increase CalFresh enrollment by utilizing databases to contact past clients for SAR-7s and annual recertifications.
• Work closely with the CalFresh Outreach Program Supervisor to continuously improve databases, processes, and procedures to improve efficiencies and program effectiveness.
• Communicate on a near-daily basis with the CalFresh Outreach Program Supervisor about workload, challenges, feedback, and successes.
• Maintain all databases for accuracy, including but not limited to: Link2Feed, Appointment-Plus/Acuity, and Grasshopper.
• 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 Application Assistance**

• Become an expert on all aspects of CalFresh application assistance.
• Responsible for conducting CalFresh application assistance appointments with clients during shifts scheduled by the CalFresh Outreach Program Supervisor.
• Help eligible people over the phone and in-person apply for benefits through MyBenefitsCalWin (online), which includes answering questions on their behalf, obtaining consent and uploading images of their documentation. Other systems used: Zoom, FilesAnywhere, GetCalFresh.org.
• 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.

**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 meet with clients and while working on a phone and computer.
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location.
- 90-100% 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 (English/Spanish – written and verbal) required.
- 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 coordinator, including experience with databases and analyzing data to influence programmatic shifts needed.
- 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, 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.
The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management’s discretion. This position description is not intended to create contractual obligations of any kind.

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