

Job Title: **CalFresh Outreach Program Manager**  
Department: Programs Department  
Reports To: Programs Director  
Classification: Regular, Exempt, Full-time  
Location: Concord, CA (on-site)

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**Do you want a career that allows you to make an impact in the lives of others?  
Do you possess top-notch communication skills and the drive to ensure program success?  
If so, we want to hear from you!**

As a member of Programs department management team, the CalFresh Outreach Manager is responsible for developing, streamlining, and maintaining all aspects of CalFresh (Food Stamp) program processes and connections between the Food Bank and associated counties, reporting statistical information. This position directly supervises the work seven Outreach Coordinators.

#### **Responsibilities**

- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training and developing employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Develop and maintain a detailed understanding of CalFresh program application and enrollment procedures.
- Serve as a liaison between Contra Costa County and Solano County's CalFresh staff and the Food Bank to hold related trainings, provide outreach and support.
- Attend collaborative meetings and trainings at the community, County, and State level.
- Prescreen clients for program eligibility and assist with completion of the CalFresh application and understanding of the interview process.
- Ensure scope of work is executed and reporting is accurate regarding CalFresh outreach to California Association of Food Banks and other funders.
- Evaluate systems for efficiency and suggest and implement changes accordingly.
- Manage and occasionally conduct outreach with community and faith-based organizations to develop opportunities to explain the benefits of the CalFresh program to eligible populations.
- Assist Advocacy Manager in publicizing CalFresh outreach efforts.
- Develop and maintain statistics and records documenting outreach activities, applications completed, submitted, and successfully processed, along with records of declined applications and reasoning.
- Other duties as assigned.

#### **Qualifications**

- Minimum of 2 years of creative and inspired leadership experience supervising and driving innovation within a department required.
- Bachelor's degree preferred and 3 to 5 years related experience and/or training. An equivalent combination of education and experience may be considered.
- Experience managing sales teams helpful but not required.
- Bilingual English/Spanish preferred but not required.

- Valid California driver's license, current insurance and ability to be insured by Food Bank insurance. Ability to drive personal car for work related purposes (mileage will be reimbursed at the standard Federal rate).
- Proficiency with Microsoft Office Suite and knowledge of databases.
- Knowledge of project management principles including development and coordination of plans, communication, collaboration, budget, and time management.
- Proficient in basic math concepts. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to work under general supervision with limited guidance and direction.
- Ability to read, interpret, and write professional reports and correspondence.
- Ability to speak effectively before diverse groups of people.
- 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.
- Maintain high level of confidentiality at all times.

### **COVID Requirements**

As a condition of employment, FBCCS requires all employees to be fully vaccinated against COVID-19, unless approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents you from being vaccinated. If you are vaccinated, you are required to have received at least one COVID-19 vaccine prior to your first day of employment and to provide proof of full vaccination status within 30 days.

### **Compensation and Benefits**

This is a full-time, exempt position. The non-negotiable starting salary for this position is \$70,000 annually. 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](mailto:hr@foodbankccs.org) with the subject line: "CalFresh Outreach Manager." Email submission is preferred.

### **Or by mail to:**

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

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

**The Food Bank of Contra Costa and Solano is an Equal Opportunity Employer  
Underrepresented groups are welcomed and encouraged to apply.**