



Bi-Lingual (Spanish or Russian) CalFresh Outreach Assistant (Full-time and in-person)

Primary Goal and Duty: Responsible for helping River City Food Bank's (RCFB) CalFresh Outreach Department to increase awareness of and participation in CalFresh among low-income Sacramento County residents.

Understand and implement the mission of River City Food Bank (RCFB) and the goals established by RCFB's Board of Directors, as directed by the Executive Director under the supervision of the CalFresh Outreach Director.

Responsibilities include:

Outreach Activities, Pre-screening and Application Assistance

- Prescreen potential CalFresh recipients and provide application assistance at Food Bank locations and various sites in Sacramento County, in-person and over the phone
- Assist customers with the application process, assess customer needs, and follow-up at County level
- Work collaboratively with CalFresh Outreach Director to conduct and plan CalFresh outreach activities
- Attend community events and fairs to promote the CalFresh program and conduct outreach activities

Client Data Management and Tracking

- Maintain accurate database of client information
- Maintain accurate files and contribute to preparation of monthly reports
- Distribute and track outreach materials on site and off site
- Maintain customer interaction notes in database

Other Responsibilities

- Participate in ongoing community and County meetings as necessary
- Assist CalFresh Outreach Director with CalFresh trainings as needed
- Assist with development of marketing materials (i.e., fliers/posters/website) and translate as needed
- Assist CalFresh Director as needed
- Develop and maintain positive relationships with partner agencies
- Participate in trainings, state meetings and webinars
- Answer phones, take messages, log phone calls.
- Other duties as assigned

Requirements:

- Must be fluent in English AND Spanish or Russian (verbal and written)
- Bi-Lingual and Bi-Cultural
- Must provide acceptable documents regarding identity and employment authorization for Form I-9.
- Must have a reliable personal vehicle for travel to outreach sites/events
- Respect, courtesy and professionalism while dealing with various perspectives, personalities, backgrounds and beliefs
- Dependable with strong work ethic
- Ability to work in loud, fast-paced environment with frequent interruptions
- Timely, accurate and clear communications and reporting
- Professional demeanor when representing RCFB
- Available to work weekdays and some weekends as needed
- Maintain confidentiality regarding all client information and exercise sound judgement
- Commitment to RCFB's mission and core values

Qualifications

- Organized and detail-oriented
- Excellent written, oral and interpersonal skills
- Energetic, good with people and a team-player
- Bachelor's degree preferred
- Knowledge and experience in CalFresh or Public Assistance Programs preferred
- Ability to work independently
- Proficient in MS Office Suite
- Experience with database management
- Ability to approach customers to discuss CalFresh as needed

Compensation and Benefits

- Starting Salary \$19-20/hour, depending on experience
- Full-time benefits include:
 - Health/dental insurance
 - Paid Time Off (PTO) including select paid holidays
 - 401(k) participation, as outlined in plan documents.

To Apply

**Send Resume AND Cover Letter as to why you would be a good candidate to:
Amy Dierlam at adierlam@rivercityfoodbank.org by May 13th or until filled.**

For more information: www.rivercityfoodbank.org

River City Food Bank is an equal opportunity employer