



Second Harvest Food Bank Santa Cruz County
Case Specialists
Full-Time, Non-Exempt
\$49,290-\$53,671 DOE

About Us:

Come join Second Harvest Food Bank of Santa Cruz County! We are the first food bank in the State of California, and the second in the nation. We pride ourselves in providing 10 million pounds of food annually to over 65,000 people per month through our network of 150-member agencies and programs. We believe that a thriving community is one where everyone has access to nutritious food to support their health and wellbeing. Our team is dedicated to inspiring and supporting our community to provide nourishment for all community members.

Second Harvest seeks to attract and retain a diverse workforce that brings a broad range of perspectives and experiences to our work. We value lived experience alongside learned experience and we encourage you to apply, even if you don't believe you meet every one of our qualifications. We welcome applications from all qualified individuals.

About the position:

Our Case Specialists are responsible for conducting outreach and enrollment for CalFresh, CalWORKS, and other safety net programs at community locations, food bank distribution sites, and over the phone. Working both individually and as a team, this position is responsible for ensuring that food-insecure community members are assessed for eligibility and assisted with the safety net programs application process. Our goal is to end hunger in Santa Cruz County.

REPORTS TO: *Case Specialist Manager*

JOB SUMMARY:

Community Outreach: 40%

- Conduct outreach activities at various locations throughout Santa Cruz County, including but not limited to food distribution sites, employment offices, homeless and veterans' services locations, farmers' markets, faith-based organizations, and community events.
- Speak to community groups and faith-based organizations serving the Safety Net program-eligible population about the benefits of the program in order to increase enrollment.

- Conduct community outreach with community and faith-based organizations to develop opportunities to explain the benefits of CalFresh and other Safety Net programs to eligible populations.
- Support safety net program applicants/recipients on how to utilize the County's/State's computer- and telephone-based automated benefits access/information systems

Safety Net Programs Application Assistance: 30%

- Perform outreach activities in the community by promoting CalFresh and CalWORKS;
- Pre-screen potential applicants and provide application assistance, case management, and data collection, both in person and over the phone.
- Maintain records documenting safety net enrollment and outreach activities.
- Collaborate with County staff and member agencies to coordinate enrollment and outreach efforts.
- Coordinate and conduct presentations to agencies, client groups, and government departments on CalFresh, CalWORKs, (including program outreach, eligibility, and access), and other issues related to hunger and nutrition.
- Attend relevant community meetings and events to raise awareness of the County's computer- and telephone-based automated benefits access/information systems.
- Provide information and support to community volunteers and Safety Net Program Buddies assisting Second Harvest Food Bank (SHFB) with program referrals, outreach and pre-screening.
- Collaborate with County, SHFB staff, and SHFB Partner Agencies to coordinate safety net programs outreach activities.
- Assist in the planning and coordination of the annual CalFresh Forum event.
- Provide recruiting support and training on CalFresh, CalWORKs, and nutrition outreach to Hotline staff and volunteers.
- Translate food bank communications for staff and community members as appropriate.
- Assist in the planning and implementation of CalFresh and CalWORKs , outreach material distribution.

Customer Service: 15%

- Serve as the face of SHFB, representing the agency with a high level of customer service both in the office and in the community.
- Develop and maintain effective working relationships and deal tactfully, cooperatively, and effectively with staff members, volunteers, agencies, community organizations, clients, and potential donors.
- Communicate effectively and respectfully with people of different racial, ethnic and cultural groups, different backgrounds, and lifestyles; demonstrate knowledge of and sensitivity to their needs.
- Use computers to generate files and manipulate data, utilizing spreadsheets and word processing tools.
- Prepare correspondence, tracking, reports, forms, and schedules; proofread typed and other materials for accuracy, completeness, and correct language usage.

- Adhere to HIPPA policies to keep client information confidential and secure.

Events: 10%

- Coordinate and schedule presentations and community outreach events. This includes outreach activities associated with key holidays and associated community events like 4th of July, Cinco de Mayo, and other similar festivities.
- Act as a spokesperson for Second Harvest, particularly in areas involving safety net programs.
- Assist in the development of new outreach and enrollment materials.
- Assist in the recruitment and professional development of Safety Net Program Buddies.
- Participate in subcommittee and steering committee meetings and outreach events as designated by CSM.

Reports, Planning, and Compliance: 5%

- Create and organize detailed reports to track outcomes, people served, and information given out.
- Assist with County grant deliverables and reports.
- Assist in the planning and development of the monthly outreach schedule.
- Assist in the planning and development of the weekly team meeting.
- Attend leadership and career development training, and activities.
- Attend and/or review training to maintain compliance.
- Provide support to new employees and volunteers.
- Other duties as required.

QUALIFICATIONS:

Education and Experience:

Two to four years' experience working with low-income residents with a government, nonprofit or faith-based organization in an outreach or service capacity. Professional experience in sales or outreach is preferred, as is familiarity with social services, community resources, and benefit programs.

Knowledge/Skills/Ability:

- **Bilingual English/Spanish required.**
- Strong organizational 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, to set priorities, to exercise independent judgment, and to demonstrate flexibility in balancing the needs of various programs and staff.
- Ability to demonstrate a 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.
- Ability to complete work in an efficient and timely manner.

- Cooperative attitude, willingness to learn.
- Ability to multi-task and prioritize.
- Ability to analyze and interpret data and to handle problem resolution.
- Maintains high level of confidentiality at all times.

Additional Requirements

- Must have access to a motor vehicle, as well as valid auto insurance coverage.
- Must have a 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).
- Must pass a background and TB test as required by the Santa Cruz County Office of Education, in order to work at on-campus locations.
- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.
- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Commitment to serving vulnerable populations and ending hunger in Santa Cruz County
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adherence to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards.
- Ability to meet the following physical requirements with or without reasonable accommodation:
 - Able to hear conversations on the phone and in-person. The person in this position frequently communicates with participants who have inquiries about their cases; must be able to exchange accurate information in these situations.
 - Must be able to sit at a desk or in a vehicle for long periods of time to perform certain job functions.
 - Be able to read, write, and interpret written reports, documents and manuals.
 - Able to safely lift or carry items weighing up to 20 pounds.
 - Bi-manual dexterity and able to use a computer keyboard.
 - Frequent standing and sitting throughout the day.
 - Frequently works in outdoor weather conditions.
 - Use hands to manipulate, handle, feel, and control items or equipment, including laptop computer and motor vehicle.
 - Climb up or down stairs.
 - The person in this position needs to frequently walk to various outreach site locations.
- Given the front-line nature of our work, there will be instances where staff are required to work a flexible schedule in order to respond to community needs. Advanced notice will be provided.
- In instances of a federal, state or locally declared emergency, Second Harvest is considered an essential service and emergency responder; all its employees may be

called in to perform regular or emergent duties.

STANDARD WORK SCHEDULE: Start and end times vary but must be available between the hours of 8:30AM-7:00PM, Monday through Friday. Must be able to work weekday evenings in order to best reach the community. Occasional weekend work is required.

WORKSITE: 800 Ohlone Parkway, Watsonville, Ca 95076

WORK FROM HOME: Not Eligible

Benefits: For the employee: free dental and vision insurance (shared cost for dependents). Free life, long-term care, long-term disability, and AD&D insurances. Shared cost medical insurance: Kaiser and Blue Shield. Eligibility begins on the first day of month following 30 days of employment (i.e. if you are hired June 20th, you are eligible starting August 1st). This benefit package is valued at an average of over ten thousand dollars a year.

- **First year:** 15 vacation days, 12 sick days, and 10 holidays.
- **403(b) Retirement Plan:** Second Harvest matches employee contributions up to an annual cap.
- **Employee Assistance Program**

Job Details: This is a full-time, regular, non-exempt position with a competitive annualized hourly salary of \$49,290-\$53,671 DOE.

To Apply: Please submit your resume and cover letter at <https://www.thefoodbank.org/careers>

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Second Harvest is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.