Second Harvest Foodbank of Southern Wisconsin

JOB DESCRIPTION

Job Title: FoodShare Outreach Specialist
Reports To: FoodShare Outreach Manager
FLSA Status: Exempt; 0.5 – 1.0 FTE
Date Updated: September 2016

Summary:
Conducts outreach to educate the public about the FoodShare Wisconsin benefit at a variety of community locations in assigned coverage area to actively build collaboration to increase the quantity of FoodShare applications submitted through Second Harvest Foodbank, thereby increasing food security for households. Seeks out and builds strategic partnerships with local community organizations to coordinate applicant referrals.

Administers assistance to potentially eligible nonparticipants at a variety of convenient locations or by phone to increase access to FoodShare benefits. Screens clients electronically and assists them in fully completing the FoodShare application process, including online application support. Provides guidance through understanding benefits as well as acts as a liaison for future client follow up and communication. Maintains up-to-date knowledge and understanding of policy issues related to FoodShare.

Position Responsibilities & Essential Functions

- Builds relationships with community businesses and organizations to facilitate client referrals for FoodShare application assistance.
- Shares expertise for development of promotional strategies and collaterals.
- Provides detailed explanation of FoodShare benefits.
- Conducts outreach to all potentially eligible households, particularly populations who are under participating, such as seniors, low-wage workers and immigrant populations.
- Partners effectively with sites and conduct presentations to ensure widespread information dissemination and recruit potential applicants.
- Screens potentially-eligible clients using the State of Wisconsin’s ACCESS online application tool and shares results with clients.
- Provides personalized FoodShare application assistance (in-person and over-the-phone) utilizing the ACCESS online application.
- Submits clients’ verification documentation to the local FoodShare office in a timely manner.
- Acts as liaison for client follow up and communication.
- Maintains strict confidentiality regarding all aspects of clients’ personal information.
- Performs ongoing monitoring of county, federal and state policy to ensure that barriers and/or opportunities are being communicated to FoodShare Outreach team.
- Collects and reports data as required in a timely manner.
- Participates in mandatory Foodbank and FoodShare Outreach team activities and meetings.
- Works effectively with FoodShare Outreach team to share knowledge and build program capacity.
- Completes other duties as assigned by FoodShare Outreach Manager.

Competencies

Communication
- Professional written and oral communication skills.
- Excellent written communication skills with the ability to write reports, business correspondence and procedure manuals; relate well to all levels of the organization, ability to build appropriate rapport.
- Ability to make effective group presentations and conduct productive meetings.
- Accurately provide and receive information in oral and written communications; consistently offer ideas, opinions, or information in an articulate, professional way; actively listen to others and demonstrate understanding of other points of view.
- Ability to respond effectively to the most sensitive inquiries and complaints.
Cognition
- Ability to see opportunities for creative problem solving while staying within the parameters of good practice.
- Ability to make timely, informed decisions that take into account the facts, goals, constraints and risks.
- Ability to perform basic arithmetic and uses basic numerical concepts to complete job tasks; calculates figures and amounts, such as discounts, proportions and percentages.
- Ability to read, analyze, and interpret and discuss complex documents, including FoodShare Policy changes.
- Take the initiative to identify and act on problems, making solution-focused decisions in consultation with supervisor.

Personal Effectiveness
- Ability to set own priorities and work independently.
- Demonstrate flexible and efficient time management and ability to prioritize workload.
- Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.
- Demonstrate willingness and ability to adjust to changing conditions or priorities.
- Attends to details and pursues quality in accomplishing tasks.
- Can describe client expectations; shows interest in, anticipates and responds timely to client needs.
- Looks for better ways to perform routine aspects of job.
- Earns others’ trust and respect through consistent honesty and professionalism in all interactions; respects and maintains confidentiality.
- Understand safety policies and actively promote safe practices in the workplace and with member agencies
- Maintains composure in stressful or adverse situations.
- Diplomatically handles challenging or tense interpersonal situations. Deal constructively with conflict and, whenever possible, diffuse situations before conflicts arise
- Focuses on goals and how to best achieve them.

Interaction with Others
- Display a positive attitude about the work to be done, co-workers, clients, management and employer policies; addresses issues in an open, constructive, professional manner and persuades others to approach issues in the same manner.
- Maintain constructive relationships and demonstrate respect with the goal of gaining cooperation in all relationships.
- Promotes cooperation and commitment within the team to achieve goals and deliverables.
- Helps create a work environment that embraces and appreciates diversity.

Occupational
- Adhere to Foodbank policies and procedures
- Actively promotes and solicits support for FoodShare Outreach program. Builds credibility as a representative by demonstrating personal commitment and sharing information.
- Using knowledge of audience views and interests, employs diverse methods, tools and resources to educate and build enthusiasm in partners and supporters.
- Demonstrate strong customer service skills including the ability to respond with a high degree of urgency to the needs and requests of others; anticipates and responds constructively to client resistance.
- Partners with clients to identify and resolve complex or sensitive issues; identifies resources and potential solutions that are practical and effective.
- Salesmanship
- Formally delivers information to groups; enables cooperative and productive group interactions, engaging all members in the discussion.
Computer Skills

- To perform this job effectively intermediate to advanced Microsoft Office programs and computer skills specifically Microsoft Office suite (Outlook, Word, Excel), Google Calendar, Google Drive, internet, ACCESS online software application are needed.
- Ability to utilize provided laptop and printer/copier/scanner for research and application processes.
- Ability to use cell phone and smart phone technology

The employee will be expected to learn and use internal software programs effectively as well.

Qualifications

Required Education/Experience

- Minimum of 2 years of related outreach experience
- Valid driver’s license and good driving record
- Regular access to dependable transportation with insurance levels of 100/300/50
- Ability to successfully pass background check
- Resides in county that falls within coverage area

Preferred Experience

- Bachelor’s degree in a related field.
- Knowledge of and experience with private and public food assistance resources; extensive knowledge of FoodShare required within 3 months of employment
- Experience working successfully with community based, nonprofit organizations
- Experience working as an out-posted staff
- Bi-lingual (Spanish)

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job is an out-posted position; will work from community sites throughout the assigned territory. Employee must be able to travel throughout indicated territory on a regular basis for outreach, application appointments, and meetings, as well as to the Foodbank for meetings. The employee is occasionally required to work in outdoor conditions; and extreme temperatures. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer and drive for several hours at a time; stand; walk; use hands to finger, handle or feel; reach with hands and arms; talk; and hear. The employee is occasionally required to lift and/or move up to 40 pounds.

Employee Signature* Date

*Employee signature constitutes employee’s understanding of the requirements, essential functions and duties of the position. This job description does not alter the employee’s employment-at-will status with Second Harvest Foodbank of Southern Wisconsin. This job description is an outline of the position’s current duties, and responsibilities, it is not designed to cover an exhaustive listing of activities that are required to complete the job responsibilities. Second Harvest Foodbank of Southern Wisconsin reserves the right to make appropriate changes in this job description at the sole discretion of the management.