Position Title: CalFresh Outreach Associate

Reports To: CSU Director

Salary: Position considered for full-time on an hourly basis to begin and transitioning to salary after a probationary period. Salary starts at $22.00 hour and can increase based on candidates experience and skills specific to the job duties that will be performed.

Description: Through outreach and application assistance, the Outreach Associate will work to increase CalFresh participation among underserved, immigrant, seniors, students and working people in Los Angeles, with a focus on the neighborhoods served by CSU in South Central LA. The associate will work with their supervisor to identify and implement outreach activities that encourage South Central residents to apply to CalFresh. The ideal candidate is outgoing and personable, enjoys engaging with community members in multiple and varied locations, can navigate working with residents virtually to assist with application submissions, and is able to balance multiple program activities at once. The candidate should understand the connection between good food and good health and is enthusiastic about facilitating assistance to help residents of South Central access healthy food through enrollment in CalFresh. Is interested in working as part of a dynamic team, is flexible, rigorous and can work independently. Applicants must be interested in working as part of a dynamic team and must have a deep understanding of and commitment to CSU’s core values of rigor, intentionality, respect, and humility. This job requires front time and interaction with members of the public, as a representative of CSU it is expected that the person hired will understand and respect the trust that is being invested the associate.

Major Duties:
- Identify and attend community events to conduct outreach and education and host CalFresh enrollment clinics, workshops, and trainings.
- Support the creation of engaging content for social media (IG, Facebook and YouTube) to promote CSU CalFresh application assistance program.
- Assess potential eligibility of CalFresh applicants and complete CalFresh applications and accompanying verification documents on resident’s behalf.
- Communicate with South Central LA residents by phone and email to share information
on the CalFresh program and share application instructions.
- Assist Helpline callers with food referrals as needed, conduct follow-up to Helpline callers interested in CalFresh and send correspondence, as needed
- Coordinate with other CSU staff to incorporate CalFresh outreach and education activities into other areas of CSU programing
- Distribute culturally and linguistically appropriate outreach materials particularly targeting Spanish-speaking communities
- Ability to work on-site and remotely as needed, work some nights and weekends and occasional travel
- Provide interpretation and assistance to facilitate client access to CalFresh information and services
- Keep accurate, detailed records and provide progress reports on program activities, information distributed, contacts made and services provided as required by CSU funders and contractors
- Attend team and collaborator network meetings
- Other duties as assigned

Required:
- Bilingual English/Spanish verbal and in writing
- Valid driver’s license and a reliable vehicle
- Dependability, punctuality, and initiative
- Compassionate and caring
- Ability to maintain strict confidentiality regarding client information
- Excellent written and oral communication skills
- Basic mathematical competency – addition, subtraction, multiplication, division
- MS Word, Excel, Outlook proficiency required
- Strong knowledge and familiarity with Los Angeles and South LA neighborhoods preferred
- Experience of similar work is desirable
- Must project positive attitude about CSU and its programs and other staff in all interactions with community members, partners, and anyone else interacting with
- Must bring any concerns, recommendations, or issues pertaining to this program or anything else to do with CSU or its other programs or staff to the attention of CSU Co-Director/s

To Apply: Submit cover letter and resume to csu@csuinc.org. Position immediately available. Open until filled. We are a very small team and are not able to reply to candidates who are not invited to interview. No phone calls please.