HUNGER TASK FORCE, INC.
POSITION DESCRIPTION

Position Title: FoodShare Advocate - Temporary

Department: Access

Reports To: Associate Community Engagement and Outreach Manager

FLSA Status: Exempt

This is a full-time temporary grant-funded position. The position is expected to continue through September 30, 2027. Future continuation or conversion to regular status may be possible but is not guaranteed.

General Function: The FoodShare Advocate is a full-time position that works with the Community Engagement and Outreach Manager, Assistant Community Engagement and Outreach Manager and Advocacy team to complete FoodShare outreach, monitoring and education tasks. The FoodShare Advocate's primary job duty is to assist customers applying for and maintaining FoodShare benefits and assists customers in connecting to other federal nutrition programs for which they may qualify. The FoodShare Advocate is responsible for helping potential FoodShare clients apply for benefits through ACCESS, assisting FoodShare beneficiaries maintain benefits through ACCESS, educating customers on how ACCESS works, and administer surveys to customers to learn about policy and operational issues within the FoodShare program.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Greet visitors in a friendly and professional manner.
- Educate and assist potential FoodShare applicants on how to use ACCESS to apply for benefits.
- Educate and assist existing FoodShare beneficiaries on how to use ACCESS to maintain benefits, including annual and six-month renewals, reporting case changes or checking case status.
- Educate both potential applicants and existing FoodShare beneficiaries about the FoodShare Employment and Training (FSET) program regulations and assist with compliance to maintain FoodShare benefits.
- Identify violation of client rights (civil, FS, customer service) and assist customer to remediate or file formal complaints.
- Educate applicants and clients on the use of technology—fax/scan; computers;

ACCESS and telephones increasing customer independence.
- Ensure that each customer fills out an online ACCESS survey.
- Complete customer log sheet daily.
- Report, monitor and inform the process of applying for and maintaining FoodShare benefits and FSET compliance.
- Advocate for dignified customer service as well as civil and FoodShare rights compliance.
- Assist advocacy team with other FoodShare assignments as directed by Community Engagement and Outreach Manager, Assistant Community Engagement and Outreach Manager, Public Policy and Advocacy Director, Chief Strategy Officer, or Chief Executive Officer.
- Travel within Milwaukee County required.
- Perform other duties as assigned.

Supervisory Responsibilities
This position has no supervisory responsibilities.

Competencies
To perform the job successfully, an individual should demonstrate the following competencies:

Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management – Develops project plans; Coordinates projects; Communicated changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills – Assess own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills
To perform this job successfully, an individual should have knowledge of Database Software, Internet software and Spreadsheet software.

Certificates, Licenses, Registrations
Valid Driver’s License.

Other Skills and Abilities
Bilingual skills (Hmong or Spanish) preferred. Experience working with low-income people in a customer service or social work capacity, experience or familiarity working with non-profit organizations.

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 use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand for significant periods of time. The employee is occasionally required to walk; sit; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.

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.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

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Salary Range: $41,300 - $59,500