Position Title: FOODSHARE OUTREACH SPECIALIST

Department: Advocacy

Reports To: FoodShare Program Manager

FLSA Status: Exempt

General Function:

The FoodShare Outreach Specialist is a full-time advocacy position that identifies structural and systemic barriers to receipt of FoodShare by underserved populations including the homeless, people with limited English proficiency, college students, elderly, blind and disabled people, cultural and ethnic minorities, and people of color. Positioned within welfare offices and other settings the FoodShare Outreach Specialist reverses denial and delay practices by identifying policies, procedures or lack of customer service that results in loss or withholding of federal entitlements. The FoodShare Outreach Specialist identifies, measures and records reasons for denial or delay of benefits and effectively recommends strategies, procedures, or policy changes to reduce barriers.

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

- Directly identifies and advocates for individuals experiencing a denial or delay in their FoodShare benefits.
- Represents applicants and FoodShare households with entitlement program inquiries.
- Establishes ongoing support relationships with the FoodShare Advocacy Team at Alicia’s Place and Robles Self-Service Centers, matching customer language and cultural needs.
- Connects customers to culturally appropriate, neighborhood-based food resources within the Hunger Task Force network.
- Educates customers on the full range of federal nutrition assistance programs available to their household.
- Records denials and delays in benefit assistance by defining issues into violations of customer service, FoodShare Rights or Civil Rights.
- Educates customers on FoodShare Rights.
- Refers customers experiencing FoodShare Rights violations or recoupment cases to partner legal services agencies.
- Develops relationships with local, community-based organizations that serve the identified populations, providing for or arranging outreach information and assistance in a culturally competent way.
- Collaborates with Advocacy Director, Food Bank Director, and Senior Services Director on outreach priorities and strategies.
- Identifies the need for culturally competent collateral for outreach within specific target populations and assists with the creation of digital and print materials with the Development Team.

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

**Interpersonal Skills** - Maintain confidentiality. Demonstrates respect and empathy.

**Oral Communication** - Participate in meetings.

**Written Communication** - Present numerical data effectively. Able to read and interpret written information.

**Teamwork** - Contribute to building a positive team spirit. Support everyone’s efforts to succeed.

**Diversity** - Show respect and sensitivity for cultural differences. Promote a harassment-free environment.

**Ethics** - Treat people with respect. Keep commitments and inspire the trust of others. Work with integrity and ethically. Uphold agency values.

**Professionalism** - Approach others in a tactful manner. React well under pressure. Treat others with respect and consideration regardless of their status or position. Accept responsibility for own actions.

**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.

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

**Certificates, Licenses, Registrations**
Valid WI Driver’s License

**Other Skills and Abilities**
Bilingual skills 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. 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.

The noise level in the work environment is usually moderate.

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Salary Range: $40,000 - $55,000