



## HUNGER TASK FORCE, INC. POSITION DESCRIPTION

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**Position Title:** FOODSHARE ADVOCATE

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**Department:** Access

**Reports To:** FoodShare Program Manager

**FLSA Status:** Exempt

### **General Function:**

The FoodShare Advocate is a full-time position that works with the FoodShare Program 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.
- Educate both potential applicants and existing FoodShare beneficiaries about other federal nutrition programs for which they may qualify (Stockbox, WIC, School Meals) and direct to appropriate resources.
- 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 Access Program Manager, or Executive Director.
- Travel within Milwaukee County required.

### **Competencies**

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

Interpersonal Skills - Maintain confidentiality.

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 (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. 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:** \$38,000 - \$55,000