



JOB TITLE: CalFresh Case Manager Intern

Department: Programs

Reports to: Programs Manager

Status: Unpaid Internship, 6-month, 10 hr/week commitment

JOB SUMMARY

Under the direction of the CalFresh Coordinator, the CalFresh Case Manager Intern will perform community outreach to low-income communities throughout San Diego County to promote CalFresh awareness. The CalFresh Case Manager Intern will provide direct assistance to participants applying for CalFresh benefits to improve food security for low-income households and individuals. The CalFresh Case Manager Intern will oversee 4-8 client cases each month and follow up with clients regarding completion of application, pending documents, interview appointments and case outcome. Duties and responsibilities are subject to change in order to meet the needs of the program, and allow for skills learning.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Become fully knowledgeable of the CalFresh Program regulations, eligibility requirements, and application process
- Conduct direct service outreach to food-insecure families, individuals, seniors, disabled, and other diverse populations
- Assist eligible participants with the CalFresh application and ensure completion
- Submit complete applications to County eligibility workers on behalf of clients
- Serve as liaison between client and county for follow-up and communication
- Maintain good relationships with our county eligibility workers to advocate on behalf of clients
- Update tracking systems in Microsoft Excel
- Biweekly meeting to discuss work with CalFresh Capacity Coordinator and/or Programs Manager

INTERACTION

This position will interact closely with everyone. This position may provide information to individuals in need, staff, county liaisons and others from the community.

KNOWLEDGE, SKILLS AND ABILITIES

- Commitment to hunger-relief and FSD's mission
- Passion for hunger relief, social justice, and interest in public benefits or social work
- Ability to meet the needs of FSD's CalFresh Workshop Schedule (schedule provided upon interview process)
- Must have excellent customer service and communication skills, including both written and verbal, and the ability to establish rapport
- A strong sense of and respect for confidentiality involving both clients and employees.
- Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate.
- Ability to work independently and collaboratively
- Strong proficiency in Windows 2010, Excel, Microsoft Word

- Bilingual skills highly desired (Spanish, Tagalog, Vietnamese, Arabic, Mandarin, etc.)

TOOLS AND EQUIPMENT USED

Standard office equipment and machines such as telephone, personal computer, multi-function copy machine, and 10-key calculator.

LICENSES/CERTIFICATIONS

Must have reliable transportation and possess and maintain a valid state driver's license, a satisfactory driving record, including proof of personal vehicle insurance coverage and insurability under the Agency's insurance carrier standards.

PHYSICAL, MENTAL & ENVIRONMENTAL REQUIREMENTS

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. While performing the duties of this job, the employee is regularly required to:

- Work in an office adjacent to a warehouse setting with frequent travel to other locations in San Diego County.
- Sit, stand, walk, bend, kneel and uses hands, arms and legs for dexterity, balance and climbing stairs frequently. Must be able to sit for prolonged periods of time.
- Must be able to hear, see including peripheral vision and distinction of colors, read and communicate verbally and in writing frequently with a wide range of people
- Occasionally lift, carry and balance objects weighing up to 50 pounds.
- Pull and push such objects as file drawers and supplies.
- Prioritize and multi-task work and projects requiring good memory, concentration and analytical thinking.
- Occasionally is required to perform the safe operation office equipment and machines, and recognize and abate safety hazards within the workplace.

The noise level in the work environment varies and can be considered moderate.

HOW TO APPLY

Submit a resume and cover letter to Devin Ton, CalFresh Coordinator, at dton@feedingsandiego.org with the name of the position in the subject line.

You may be eligible to receive college credit; you are responsible for setting that up with your college/university. If you are not currently enrolled in college but are passionate about alleviating hunger and poverty in our community, please submit your cover letter and resume as directed above.

Feeding San Diego is committed to building a culturally diverse team and strongly encourages applications from underrepresented groups including, but not limited to: people of color, women, and veterans.

Feeding San Diego provides equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, ancestry, gender, sex, gender identity or expression, age, medical condition, sexual orientation, marital status, citizenship, pregnancy, physical or mental disability, genetic information, veteran status, military status, caregiver status or any other characteristic protected by federal, state or local laws.