



SLO **FOOD BANK**

County Partnership for Hunger Relief

Position Title: CalFresh Outreach Manager
Job Classification: Full-time, Exempt, Temporary

Summary:

The CalFresh Outreach Manager leads the SLO Food Bank's efforts to reduce application barriers, build trust, and increase the utilization rate of CalFresh benefits in SLO County. This position works directly with both Spanish and English-speaking residents, local elected officials and government staff, and the SLO Food Bank's established network of nonprofit agency partners to:

- identify methods to improve enrollment outcomes,
- develop effective communications and outreach campaigns,
- analyze program enrollment data, and
- facilitate collaborative, cross sector relationships, meetings and events.

This position is grant funded and is anticipated to end in June of 2026.

Principle Duties & Responsibilities:

- Lead the SLO Food Bank's outreach strategy to promote CalFresh enrollment in SLO County.
- Work closely with SLO Food Bank communications and direct services staff to identify creative opportunities to connect with residents who qualify for CalFresh.
- Activate collaboration between the SLO Food Bank network, SLO County Department of Social Services, and the SLO County Public Health Department to increase enrollment in CalFresh.
- Establish and nurture relationships with organizations serving and advocating low-income residents in SLO County to promote and build trust in the CalFresh program.
- Manage CalFresh Coordinator and volunteers assisting in CalFresh outreach.
- Research, analyze, recommend, plan, coordinate and direct all activities associated with the promotion of CalFresh.
- Provide CalFresh information and training for SLO Food Bank staff and partners to improve enrollment and assistance across our community.
- Provide excellent customer service and manage communications with community partners in a timely and professional manner.
- Collect, track and analyze data; participate in evaluating the effectiveness of project materials and methods.
- Maintain current records and provide regular reports on project and grant activities.
- Serve as a spokesperson for the SLO Food Bank.
- Ensure deadlines are met to achieve project goals and fulfill grant requirements.
- Establish and maintain healthy, proactive relationships with all staff to facilitate an inclusive culture, effective communication, and solution-focused collaboration.



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Qualifications:

- Possesses a strong desire to compassionately serve SLO County neighbors experiencing food insecurity.
- Proficient in communicating persuasively in both Spanish and English.
- Skilled in leading and motivating staff and volunteers.
- Demonstrates proven project management experience.
- Competent in survey development and data analysis skills.
- Highly proficient in public speaking and written communications.
- An attentive listener who actively seeks opinions of others to make informed decisions; consultative; able to inspire confidence and trust.
- Skilled in engaging constructively with individuals of diverse backgrounds, experiences, and personalities.
- Proficient in Microsoft 365 Suite, design programs, and adept at leveraging technology for increased effectiveness and impact.
- Demonstrates decision-making ability, resource allocation, and prioritization of projects.
- Able to maintain attention to detail and accuracy amid constant interruptions in a busy office environment.
- Able to handle confidential information with a high level of discretion.
- Conveys strong emotional intelligence, capable of managing pressure and responding to others' needs during stressful situations.
- Displays high level of interpersonal skills and understanding of how to work effectively and professionally with colleagues, supporters, and clients.
- Management experience preferred but not required.

Distinguishing Characteristics:

- **Teamwork:** Contributes harmoniously as member of the Food Bank team.
- **Compassion:** Genuinely cares about providing for people in need. Is kind to all.
- **Embraces Diversity:** Gives respect to all people at all times without exception.
- **Hard Working:** Is a self-starter, completes tasks, and is dependable.

Requirements:

- 18 years of age or older.
- Bachelor's degree or at least five years of relevant experience.
- Must possess a valid California Driver's License.
- Must have a reliable vehicle, clean driving record, and proof of insurance.
- Must be willing to travel throughout San Luis Obispo County.



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Salary & Benefits:

- Starting salary of \$66,250 per year.
- 10 paid holidays per year.
- 12 paid vacation days per year (vacation accrual escalates based on years of service as detailed in the Employee Handbook).
- 80 hours of paid sick leave per year.
- Eligible for employer subsidized healthcare benefits.
- Eligible for participation in optional 401k plan, with employer matching 50% of employee's annual contribution up to a total organizational match of 3% of annual salary.
- Working with an amazing team in providing life enhancing care to our most vulnerable neighbors!

Work Conditions and Physical Demands:

- The ability to stand for extended periods of time; the ability to see details at close range (within a few feet of the observer); to lift, carry, and load up to 25 pounds.
- Must be able to bend, stoop, climb, and crouch repeatedly throughout the day.
- Long-term standing, walking and kneeling required.
- Extended periods of time operating a computer.
- Variable work environment: work is conducted both indoors and outdoors with varying environmental conditions. Indoor facilities are kept at cold temperatures, so warm clothing is required. Noise level varies from quiet office environment to very noisy warehouse. Exhaust and dust may be present in the warehouse receiving area.

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.

Equal Opportunity Employer:

The Food Bank Coalition of San Luis Obispo County is an at-will, equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, genetic information, disability, sex, marital status, age, or any other protected status covered by federal or state law. This job description does not constitute an employment agreement and is subject to change.