Job Title: CalFresh Case Manager Intern  
Status: Internship, 6-month, 10 hr/week commitment  
Salary/Wage Grade: Unpaid  
Reports to: CalFresh Capacity Coordinator

JOB SUMMARY
Under the direction of the CalFresh Capacity 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 assistance to clients 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. The Case Manager Intern will advocate on behalf of the client if any barriers arise. 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
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.

Key responsibilities include:
- 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 clients with the CalFresh application and ensure completion
- Submit complete applications to our out-stationed eligibility workers on behalf of clients
- Serve as liaison between client and county for follow-up and communication
- Maintain good relationships with our county out-stationed eligibility workers
- Advocate on behalf of clients if obstacles arise that prevent client from accessing benefits
- Update tracking systems in Microsoft Excel
- Attend countywide and regional CalFresh Task Force meetings
- Weekly meeting to discuss work with CalFresh Capacity Coordinator

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
- Passion for hunger relief, social justice, and interest in public benefits assistance or social work
- 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.
• A mature, professional demeanor with an aptitude for analytical thinking and problem solving
• Must be accurate and detail oriented, possess strong organizational and time management skills and the ability to juggle multiple priorities in a complex and fast paced environment.
• 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 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 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.
- Occasionally lifts, carries and balances objects weighing up to 30 pounds.
- Pulls and pushes such objects as file drawers and supplies.
- Prioritizes and multi-tasks 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.
- 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 from divergent socio-economic and cultural backgrounds and origins.
- The noise level in the work environment is usually quiet but this office is maintained in distribution center with machinery and large trucks.

HOW TO APPLY
To apply for this position, please email the following to Rachel Oporto, CalFresh Capacity Coordinator, at roporto@feedingsandiego.org with the subject heading “Feeding San Diego – CalFresh Case Manager Intern”:
1) Resume; 2) Cover letter detailing how your experience relates to the responsibilities and duties outlined above, along with your dates of availability. No phone calls, please.
You may be eligible to receive college credit; you are responsible for setting that up with your college/university.

FSD Interns must be currently enrolled in an accredited college or university. If you are not currently enrolled but are passionate about alleviating hunger and poverty in our community, please submit your cover letter and resume as directed above to be considered as a CalFresh Outreach Volunteer.

Members of ethnic minorities, women, veterans, persons of disability are encouraged to apply.