Position Title: CalFresh Outreach Ambassador

Status: Student Part-time/Non-exempt (Student Assistant)

Location: California State University East Bay, Hayward, CA

Reports To: CalFresh Outreach Coordinator

Position Description

CalFresh, also known as EBT or Food Stamps, is a nutrition assistance program that helps low income individuals and families purchase the foods they need to live happier and healthier lives. Under the supervision of the CalFresh Outreach Coordinator, the CalFresh Outreach Ambassador (CFO) team will be responsible for assisting CSUEB students with applying for CalFresh benefits to help improve food insecurity and promote the benefits of healthy eating. CFO will assist Health & Wellness Staff in planning, implementing, and evaluating programs and activities to promote CalFresh and reduce stigma surrounding food assistance programs. CalFresh Ambassadors will assist with office hours at Student Health & Counseling Services (SHCS) and outreach endeavors for the department. CalFresh Outreach Ambassadors will engage in student professional development through enhancement of Principles of Leadership including but not limited to communication, member experience, problem-solving, and teamwork. As part of Pioneers for H.O.P.E., CFO will support basic needs efforts and initiatives to directly support students and help maintain a vibrant campus community.

Essential Duties and Responsibilities

1. Assist student applicants with CalFresh pre-screenings, applications, and renewals.
2. Hold ~15 weekly office hours in the SHCS and support day-to-day operations of office hours.
3. Maintain data collection, record keeping, and reporting submissions for CalFresh Outreach per grant requirements.
4. Plan, implement, and evaluate programming and activities for CalFresh outreach, application assistance, and benefits maintenance efforts. Students will also be expected to support Pioneer’s for H.O.P.E and Peer Advocate for Wellness (PAW) outreaching and programming efforts.
5. Assist with Health & Wellness programs and services to support the basic needs of the CSUEB campus community.
6. Regular attendance to scheduled staff meetings and all CalFresh Outreach, H.O.P.E., and Student Leadership Meetings
7. Maintain the confidentiality, security, and privacy of confidential information and student records.
8. Other duties as assigned.

Required Qualifications

● Currently enrolled CSU East Bay student (minimum 6 units for undergraduate students; 4 units for graduate students). Summer semester enrollment is not required.
● Knowledge of Google apps (Drive, Docs, Sheets and Forms)
● Be in good academic standing (minimum GPA 2.0) during the time of application and maintain minimum GPA

Preferred Qualifications

● Has previous knowledge or experience with CalFresh and/or SNAP
● Strong customer service skills
● Strong verbal and written communication skills
● Excellent critical thinking and analytical skills