

MEND | Meet Each Need with Dignity
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JOB DESCRIPTION

POSITION TITLE: Community Ambassador III – Bilingual Spanish/English Required

PROGRAM: Hope & care/United Mental Health Promoters (UMHP)

FSLA STATUS: Non-Exempt

REPORTS TO: Program Manager-Supervising UMHP

LOCATION: Onsite, Pacoima, CA

WAGE RANGE: \$26-\$29 per hour DOE

START DATE: February 2026

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. And, in alignment with MEND's mission and long-term commitment to strengthen families and the community, MEND helps individuals address and overcome the long-term challenges that have kept them from thriving through our more intensive services and programs.

JOB SUMMARY: Under the direction of the Program Manager-Supervising United Mental Health Promoter (UMHP), the Community Ambassador III will engage older adults age 65+, increasing awareness about mental health issues, removing navigation barriers and improving access to culturally and linguistically appropriate resources. The Community Ambassador III will conduct community outreach and engagement, individual and community advocacy, service navigation, case management, and support the UMHP team in identifying community partnerships that further the impact of services. The Community Ambassador III will also collaborate with internal and external systems within the Department of Mental Health and other County Departments, and across MEND programs to assist participants in accessing services that address urgent and persistent needs. The ideal candidate will have previous community organizing and event coordination, and strong formal and informal networks in the San Fernando Valley.

ESSENTIAL FUNCTIONS:

1. Delivers events and activities focused on preventive Mental Health services to community members; assists with community outreach; Facilitates leadership development, empowerment, and advocacy activities, including coalition building, community organizing, civic participation, and voting rights.

2. Actively leads efforts to increase participant awareness and engagement in MEND services, primarily through:
 - a. Tabling at Community Events
 - b. Community Presentations and Trainings
 - c. Case Management and Service linkages
 - d. Other outreach/engagement methods as assigned.
3. Provides support to individuals by identifying and addressing barriers through case management services and facilitates access to resources that drive meaningful change.
4. Conduct participant needs assessments to learn about service gaps and provide linkages/navigation support to increase access to resources.
5. Collaborates with project leadership in identifying and formalizing high-quality robust collaborations with community partners and public agencies to meet community identified supportive service needs
6. Works in collaboration with other UMHP's, project staff, and key partners to increase awareness of community needs and ensure referrals are made to social support resources and services including mental health referrals when necessary.
7. Reviews and submits daily activity data reports, activity logs and monthly mileage expense forms to ensure compliance with funder and/or regulatory requirements resulting in successful, clean audits.
8. Participates in all required and mandatory DMH and program trainings
9. Represents MEND at meetings, events and conferences as needed.
10. Other duties as assigned.

PHYSICAL REQUIREMENTS:

- Ability to occasionally move supplies and equipment weighing up to 50 lbs. for various outreach events needs and lift up to 25 lbs., with constant lifting of small objects.
- Occasionally assemble, lift and carry materials and supplies required for activity.
- Perform sustained, repetitive, manual and circular motion tasks with the upper extremities.
- Must be willing to occasionally be on feet 4-6 hours of an eight-hour day.
- Must be willing to occasionally work in outdoor temperatures with a frequency of being in noisy and dusty environments.

QUALIFICATIONS:

- Mental Health Lived Experience Required: Has learned from challenges and mentors; willing to learn from others and create and engage with others. Life experience reflecting familiarity with systemic racism, the cultural practices and other experiences of the community in which they work.
- Some college preferred or a combination skills and experience in lieu of degree.
- Bilingual English/Spanish Fluency Required.
- Understanding of available public and private supports for holistically increasing an individuals' mental wellness.
- Experience with leading engaging presentations and group training sessions.
- Must be results oriented with strong critical thinking skills, able to set and meet deadlines; adept at tracking data and program outcomes.

- Experience in leading engaging presentations/teaching/coaching type sessions.
- Ability to work independently and as a team player.
- High energy, friendly, organized, and detailed-oriented.
- Valid CA Driver's License and Current insurance required; Must have reliable transportation, position requires extensive local travel
- Excellent internet and research skills
- Ability to type, enter and track information (e.g., referrals made and acted upon) in a computer-based platform.
- Excellent communication and organizational skills; strong written and interpersonal skills.
- Experience working with individuals with diverse ethnic backgrounds
- Must be willing to work a flexible schedule to accommodate outreach activities
- Satisfactory health screen and negative TB test.
- This position is a mandated reporter and also must have a satisfactory background check.

TIME COMMITMENT: Full time 40 hours per week based on organizational needs including some evening and weekends and local travel.

The ability to interact with staff (at all levels) in a fast-paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism is crucial to this role. Strong written and verbal communication skills, strong decision-making ability and attention to detail are equally important.

All positions contingent on continued funding.

All employees on County-funded programs must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

All employees will be required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. Employees will be required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, please submit a cover letter and resume to jobs@mendpoverty.org. Position open until filled. Please include a cover letter that describes how your experiences meet all the requirements of the position. Applicants who do not submit a cover letter will not be considered. Position open until filled

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE and named the 2025, FAVORITE NONPROFIT is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.

Culture

- Warm and welcoming environment
- Staff and volunteers have a passion for making the world a better place
- Investment in, care and appreciation for all employees
- Celebrate success together at staff meetings, annual holiday celebration and for outstanding achievements
- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact

Core Values

- **Dignity and Respect:** Recognizing and honoring the inherent worth in the people we serve and each other
- **Integrity:** Doing the right thing, being honest, ethical, and transparent
- **Excellence:** Always striving to do our best by embracing learning, growth, and continuous improvement
- **Accountability:** Taking ownership of work, results, and actions, ensuring high quality services and impact.
- **Teamwork/Collaboration:** Leveraging collective strengths and working together

Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage paid at 50% by employer; Vision coverage paid for by employee. May elect to purchase up to a PPO plan or obtain coverage for eligible family members at their own cost.
- Optional benefits include Flexible Spending Account and AFLAC.
- Employee Assistance Program (EAP) available providing 24-hour confidential hotline for employees to help find balance, address personal concerns, and assist with day-to-day challenges.
- 10 days of sick leave granted annually; ability to carry over up to 70 hours of unused sick time.
- MEND provides vacation benefits to all full-time and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrue vacation at a rate of 2 weeks per year.
- Option to participate in employer sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values.