

MEND | Meet Each Need with Dignity
10641 N San Fernando Road
Pacoima, CA 91331
Phone | 818.896.0246
www.MendPoverty.Org



JOB DESCRIPTION

Position Title: Community Ambassador III
Department/Program: Living Wise and Well (UMHP)
Wage Range: \$26-\$29 per hour DOE
Reports To: Program Manager-Supervising UMHP

FLSA Status: Non-Exempt
Location: Onsite – Pacoima
Job Status: Regular FT
Travel Required: 25-50 %

MEND-Meet Each Need with Dignity is a nonprofit organization headquartered in Pacoima, CA serving the crisis needs of the most vulnerable community members since 1971. Operating the San Fernando Valley's most extensive Community Nourishment Programs, MEND distributes almost 4 million pounds of good food a year. 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 more intensive services. Our team embraces and lives our organizational values, contributing to a compelling and inspiring work environment. MEND is recognized as a highly impactful nonprofit by Charity Navigator, Candid, and Great Nonprofits, and has received recognition as best nonprofit and favorite workplace in Daily News Reader's Choice Awards since 2022.

POSITION 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.

The ideal candidate will have experience in case management, working knowledge of supporting individuals ages 65 and older, and an ability to accessing community resources for participants.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement: To perform this job successfully, you must be able to perform each essential function satisfactorily with or without accommodation. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essentials 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.

POSITION QUALIFICATIONS

Key Competencies

Skills and Abilities

- 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.

Education

- Bachelor's degree preferred or a combination skills and experience in lieu of degree.

Experience

- 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.
- Experience with leading engaging presentations and group training sessions.
- Experience in leading engaging presentations/teaching/coaching type sessions.
- Experience working with individuals with diverse ethnic backgrounds

Certificates & Licenses

- Valid CA Driver's License and Current insurance required; Must have reliable transportation, position requires extensive local travel

Other Requirements

- Ability to occasionally move supplies and equipment weighing up to 50 lbs for various outreach event 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 for 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.
- Satisfactory health screen and negative TB test.
- This position is a mandated reporter and also must have a satisfactory background check.

PHYSICAL DEMANDS

Physical Demands

		Lift/Carry	
Stand	F	10 lbs or less	F
Walk	F	11-20 lbs	O
Sit	F	21-50 lbs	O
Handling / Fingering	F	51-100 lbs	N
Reach Outward	F	Over 100 lbs	N
Reach Above Shoulder	O	Push/Pull	
Climb	N	12 lbs or less	O
Crawl	N	13-25 lbs	O
Squat or Kneel	O	26-40 lbs	N
Bend	O	41-100 lbs	N

N (Not Applicable)

Activity is not applicable to this position.

O (Occasionally)

Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently)

Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly)

Position requires this activity more than 66% of the time (5.5+ hrs/day)

WORK ENVIRONMENT

- Work is completed largely in a quiet indoor office environment. Occasionally, the work will be done in dynamic indoor environments or outdoor community level outreach.
- The ability to interact with staff (at all levels) in a high-paced environment, sometimes under pressure, in a setting that values urgency, organization, and consistent follow-through.
- 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.

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 committed to a diverse and inclusive workforce. MEND fosters a culture that honors different perspectives, opinions, and backgrounds. All employees must provide documentation demonstrating right to work in the U.S. at the time of hire.

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

All employees are required to adhere to all relevant confidentiality agreements, policies and procedures to safeguard client information. If federal, state, or local governments have declared a public health emergency, you may be asked to comply with required health and safety procedures as a condition of employment. Employees are required to complete all mandatory training annually, including but not limited to HIPPA, compliance, safety, cyber security, and harassment.

To apply, submit an up-to-date resume and cover letter that describes how your experience meets all the requirements of the position to jobs@mendpoverty.org. Position open until filled.

Core Values

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

Culture

- Warm, welcoming environment; staff & volunteers have a passion for making the world a better place
- We value team members who are resilient, adaptable, and open to ongoing feedback as part of continuous growth
- Investment in, care and appreciation for all employees; we celebrate success together at staff meetings, annual holiday celebrations, 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
- Constructive feedback is a core part of our culture—we believe in direct, respectful communication that helps everyone improve and succeed
- We emphasize coachability, a solutions-oriented mindset, and a strong commitment to both individual and team development

Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage 50% paid 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 address personal concerns and assist with day-to-day challenges.

- 10 days of sick leave granted annually – ability to carry over up to 72 hours unused sick time.
- Vacation benefits are provided to all full- and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrual is up to 2 weeks per year and based on hours worked.
- Option to participate in employee sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this position description and/or assign tasks for the employee to perform, as the Company may deem appropriate. *All positions are contingent on continued funding.*