

MEND | Meet Each Need with Dignity

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www.MendPoverty.Org



JOB DESCRIPTION

Position Title: Community Ambassador II

Department/Program: UMHP

Wage Range: \$26 - \$28 per hour

Reports To: Program Director

FLSA Status: Non-Exempt

Location: Onsite – Pacoima

Job Status: Regular FT

Travel Required: 25-30%

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: Community Ambassador II

The ideal candidate has strong communication skills, including research, writing, and preparing presentations to community members in English and Spanish. The Community Ambassador II must have interest in Mental Health of children 0-5 and their families, and is willing to work across teams within Hope& Care program, and across other MEND programs. The ideal candidate will have previous community organizing and leadership development experience, and strong formal and informal networks in our target communities within SPA 2.

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. Schedules and 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. Other outreach/engagement methods as assigned.
3. Support Program Manager and Project lead with coordinating an advisory committee to guide the program's planning and decision making, engaging and involving community members in the process and implementation.
4. Supports team in registering participants for services and conducting participant needs assessments to learn about service gaps and provide linkages/navigation support to increase access to resources.

5. 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.
6. 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; promotes community engagement for program staff and participants.
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

- 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.
- 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 must have a satisfactory background check.

Skills and Abilities

- Proficient in Microsoft Office and program CRMs; knowledge of Efforts to Outcomes (ETO) a plus.
- Excellent written and oral communication skills; able to express concepts to a variety of audiences (participants, team members, marketing) in a clear and compelling manner.
- Awareness of social determinants of health and barriers experienced by people in poverty.
- Interest in Mental Health, early childhood and community needs.
- Excellent organizational and interpersonal skills.

Education

- Bachelor's Degree required, or associate's degree and a combination of skills and experience in lieu of degree.
- Experience

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.
- Understanding of available public and private supports for holistically increasing an individual's mental wellness.
- Experience with leading engaging presentations and group training sessions.

Certificates & Licenses

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

Other Requirements

- Satisfactory health screen and negative TB test.
- Bilingual English/Spanish Fluency Required.
- This position is a mandated reporter and must have a satisfactory background check.
- 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 HIPAA, compliance, safety, cyber security, and harassment.
- Valid CA Driver's License and Current insurance required. Must have reliable transportation, position requires extensive local travel

PHYSICAL DEMANDS

Physical Demands

		Lift/Carry	
Stand	O	10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	F	21-50 lbs	N
Handling / Fingering	F	51-100 lbs	N
Reach Outward	O	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	N	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, occasional 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: 80 hours per pay period; The schedule operates on an alternating weekly basis: employees work Tuesday through Saturday during the 1st and 3rd weeks of the month, and Monday through Friday during the 2nd and 4th weeks.

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 contingent on continued funding.*