

MEND | Meet Each Need with Dignity

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JOB DESCRIPTION

POSITION TITLE: Community Navigator - TEMPORARY

FLSA STATUS: Non-exempt

REPORTS TO: Project Coordinator

LOCATION: Onsite with offsite activities

WAGE: \$24 per hour

START DATE: January 5, 2026

END DATE: June 1, 2026

ABOUT MEND:

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 direct supervision of the Project Coordinator, the Community Navigator is responsible for increasing awareness and assisting individuals with enrollment into public service programs that promote equity and access. Efforts will focus on advancing California's highest priority statewide initiatives as outlined by the Office of Community Partnerships and Strategic Communication. The Community Navigator will conduct outreach through in-person training and workshops, phone calls, tabling, door-to-door canvassing, and other activities that result in direct enrollment assistance. Community Navigator will provide enrollment assistance through enrollment events, scheduled appointments and open office hours. The ideal candidate will have previous community organizing experience and strong formal and informal networks in our target communities within the San Fernando Valley.

ESSENTIAL FUNCTIONS:

1. Conduct highly engaging outreach to build awareness of public service programs that result in direct enrollment assistance, tactics include:
 - a. In person trainings and workshops
 - b. Enrollment events
 - c. One-on-one in office support
 - d. Door-to-door canvassing
 - e. Tabling at events

- f. Phone banking
 - g. Other outreach methods as assigned.
- 2. Provide direct enrollment assistance into shifting priority initiatives determined by grant funder.
- 3. Prepare and assemble required materials for community canvassing efforts (flyers, banners, wagons, canopies, etc.)
- 4. Support Project Lead in establishing and maintaining relationships with Community Based Organizations to facilitate collaborative outreach efforts.
- 5. Collaborate effectively with team members and community partners to achieve department and organizational goals.
- 6. Complete and submit Daily Activity Data reports to Lead on a daily basis.
- 7. Participates in project training sessions and meetings with contracting agency, as required.
- 8. Other duties as assigned and relevant to the project.

PHYSICAL 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 3-4 hours of a nine-hour day.
- Must be willing to occasionally work in outdoor temperatures with a frequency of being in noisy and dusty environments.

Qualifications:

- High School Diploma or Equivalent, required.
- Bi-lingual; fluency in languages such as Spanish, Tagalog, Armenian, or American Sign language are required.
- Experience with community organizing 2 years minimum required.
- Existing formal and informal networks in Service Planning Area 2, required.
- Understanding of available public and private resources to support community members.
- 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; Must have reliable transportation, position requires extensive local travel.
- Excellent internet and research skills; Proficient in Microsoft Office (Word, Excel, Access, PowerPoint)
- 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.

Time Commitment: Full time 70 hours per bi-weekly pay period (9/70 per pay period or 32/38 hours per week based on organizational needs through grant term. Must be able

to work a flexible schedule which will include occasional evenings and weekends. Position requires extensive local travel.

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

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.

This is a temporary position with MEND. Position not eligible for MEND sponsored benefits.

MEND, named the 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE, 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

- Excellence in programs, outcomes, and operations
- Informed, holistic approaches through active listening and credible messengers
- Integrity in our actions, building trust in our community and donors
- Transparency and integrity in all we do
- Dignity & respect for those we serve and each other